



## Crossley Axminster Warranty

Crossley Axminster, Inc. (the Company) herein expressly outlines the terms and conditions of its limited warranty on Axminster carpets. The Company warrants to the original purchaser that supplied products will be free from material or manufacturing defects for a period of two (2) years from the date of proper professional installation by a company-approved installer, utilizing Crossley Axminster's recommended installation guideline procedures and materials. Should the carpet supplied be found to have manufacturing defects during the two (2) year warranty period, the **affected areas only** will be repaired or replaced by the Company. In the case of replacement of goods at the Company's expense, a pro rata yearly usage charge of 20% of the original purchase price of the affected areas will be applied. The Company will not be responsible for labor costs involved in the replacement.

This warranty covers only carpets that have been correctly installed, indoors, properly maintained, subjected to normal usage, and specifically **excludes** any and all claimed damage resulting from the following conditions: pooling, shading, watermarking, pile reversal; shedding, pilling; dye-lot variations; bubbles, ripples, adhesive-to-pad failure; pattern mismatch during installation; matting, pile-crush; stains, burns, soiling; fading or discoloration due to sunlight, chemicals, UV light; unprotected stair edges; flooding or other excessive or prolonged saturation with water or chemicals; shipping damage; improper installation, usage, or maintenance; excessive pile wear, tuft loss, or damage due to equipment, usage, or conditions not normally expected or encountered in carpeted areas.

In addition to the above two (2) year warranty against manufacturing defects, the Company warrants its carpets against total wear loss of face pile fiber under normal and ordinary usage, foot traffic, and approved maintenance procedures for a period of five (5) years from date of installation. Any areas of carpet affected by total pile loss may be replaced by the Company on the pro rata basis outlined above and subject to the same 20% per annum usage charge. The Company will not be responsible for labor costs involved in any replacement.

Please note that this warranty, in both manufacturing defect and wear-life aspects, will be void if installation, maintenance, or usage are found to not be in accordance with Company recommendations. Please be sure to use only experienced, highly qualified, approved installation companies, request them to adhere to Company-recommended procedures, and then be careful to ensure that carpet maintenance is performed on the correct schedule, with the proper equipment, and with **only** cleaning products and chemicals certified by the WoolSafe Organization as being safe and effective for wool carpets: [www.wool-safe.org/usa](http://www.wool-safe.org/usa)

Information on Crossley Axminster installation and maintenance procedures and recommendations may be found at:

[www.crossleyax.com/installation\\_instructions.php](http://www.crossleyax.com/installation_instructions.php)  
[www.crossleyax.com/maintenance\\_instructions.php](http://www.crossleyax.com/maintenance_instructions.php)



## **Crossley Axminster Warranty 2-year Manufacturing, 10-year Wear**

Crossley Axminster, Inc. (the Company) herein expressly outlines the terms and conditions of its limited warranty on 100% Nylon Axminster carpets. The Company warrants to the original purchaser that supplied products will be free from material or manufacturing defects for a period of two (2) years from the date of proper professional installation by a company-approved installer, utilizing Crossley Axminster's recommended installation guideline procedures and materials. Should the carpet supplied be found to have manufacturing defects during the two (2) year warranty period, the **affected areas only** will be repaired or replaced by the Company. In the case of replacement of goods at the Company's expense, a pro rata yearly usage charge of 20% of the original purchase price of the affected areas will be applied. The Company will not be responsible for labor costs involved in the replacement.

This warranty covers only carpets that have been correctly installed, indoors, properly maintained, subjected to normal usage, and specifically **excludes** any and all claimed damage resulting from the following conditions: pooling, shading, watermarking, pile reversal; shedding, pilling; dye-lot variations; bubbles, ripples, adhesive-to-pad failure; pattern mismatch during installation; matting, pile-crush; stains, burns, soiling; fading or discoloration due to sunlight, chemicals, UV light; unprotected stair edges; flooding or other excessive or prolonged saturation with water or chemicals; shipping damage; improper installation, seam separation, seam gaps, seam overlapping, or maintenance; excessive pile wear, tuft loss, or damage due to equipment, usage, or conditions not normally expected or encountered in carpeted areas.

In addition to the above two (2) year warranty against manufacturing defects, the Company warrants its carpets against total wear loss of face pile fiber under normal and ordinary usage, foot traffic, and approved maintenance procedures for a period of ten (10) years from date of shipping. Any areas of carpet affected by total pile loss may be replaced by the Company on the pro rata basis outlined above and subject to 20% per annum usage charge for the first two (2) years and 7.5% per annum for the remaining years. Stairs and pivot areas are excluded. The Company will not be responsible for labor costs involved in any replacement.

Please note that this warranty, in both manufacturing defect and wear-life aspects, will be void if installation, maintenance, or usage are found to not be in accordance with Company recommendations. Please be sure to use only experienced, highly qualified, approved installation companies, request them to follow Company-recommended procedures, and then be careful to ensure that carpet maintenance is performed on the correct schedule, with the proper equipment, and with **only proper cleaning products and chemicals**. Crossley Axminster installation and maintenance procedures and recommendations may be found at:

[www.crossleyax.com](http://www.crossleyax.com)