

SOUTHWIND CARPET MILLS

10 Limited Stain Warranty

Southwind Carpet Mills manufactures carpet as well as carpet fibers. We produce our own Nylon, Polyester and Olefin carpet fibers. We color our carpet fibers with a waterless coloring process called "fusion dyeing". This process dyes the carpet fibers during the polymer melting process that eventually ends up as carpet fiber. Thus, we do not color our carpet fibers in the traditional "water dyeing" process. We do not take water from the environment to dye carpet, which involves treating the used water before returning it back to the environment. Some of our carpets are multi-colored. To achieve this effect we blend a small amount of "flecked" colored carpet fiber with our solid colored carpet fibers. This "flecked" colored fiber is not solution dyed and is outsourced from other carpet fiber manufacturers.

No Carpet is Stain Proof. Southwind Carpet Mills warrants that surface pile of your carpet will remain stain resistant to most household beverage and food substances for 10 years from the installation date in an owner-occupied residence in a proper indoor installation.

Exclusions

Stain warranties exclude stains from substances such as bleaches, medications, acids, caustic chemicals, insecticides, paints, plant food, iodine, rust, dyes, feces, vomit, urine, waxes, cleaning products, shoe polish, cosmetics, acne medication, drain cleaners, candles, carpet deodorizers, oil-based substances, air fresheners, disinfectants, animal foods, blood, vinyl and tile cleaners/polishes, any matter that contains natural dyes and/or the ability to remove color, and body fluids.

Always treat a stain as soon as it is discovered. The longer a stain is allowed to rest the more difficult it becomes to remove.

Routine maintenance such as frequent vacuuming and proof of professional cleaning every 12-18 months is required.

