

# **SOUTHWIND CARPET MILLS**

## **Ten (10) Year Limited Texture Retention Warranty**

For 10 years from date of installation, specific Southwind Carpet Mills products, when properly maintained, will not show abnormal change in texture retention due to residential foot traffic. Texture retention is the ability of carpet tufts to retain their visible shape and not open, or lose their twist due to normal residential foot traffic.

Texture retention is measured using an international standardized rating scale from 5.0 (no change in texture retention) to 1.0 (severe change in texture retention).

Southwind Carpet Mills products covered by this warranty must maintain a minimum of 2.5 rating for ten (10) years. This warranty applies to an owner occupied single-family residential application when installed over a residential carpet cushion and properly maintained as outlined by warranty conditions. If not, Southwind will arrange a credit based upon the dealers original purchase price for the carpet only.

Carpet must be professionally installed over padding following CRI installation guideline standards.

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

Southwind Carpet Mills ten (10) year texture retention warranty specifically excludes carpet installed outdoors, on stairs, or in commercial areas. Also excluded is damage due tears, pulls, pilling, burns, pets, pooling, shading, watermarking, pile reversal, improper cleaning, furniture coasters, heavy wheel devices, athletic equipment, and lack of protection under roll caster chairs or damage resulting from negligence, improper use or natural disaster.

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