



Consumer Carpet Warranty and Maintenance Guide

www.marquisind.com

Thank you for purchasing new Marquis Industries carpet for your home!

Marquis Industries stands behind the quality and craftsmanship of every product we manufacture. You have selected a carpet known for style, quality, and value that we know you will enjoy for years to come.

To determine which warranty applies to the Marquis Industries carpet you purchased, your retailer should include the following information on your invoice or complete the following information at the time of purchase:

Style name and # _____

Price per sq yd. or ft. _____

Invoice # _____

Purchase date _____

Installation date _____

Sq yd. or ft. purchased _____

Retailer name and address _____

This brochure was designed to help you understand the warranties that apply to your new carpet as well as how to properly care for and maintain it's beauty. Please retain this warranty booklet along with a copy of your original invoice, cleaning receipts, and two square feet of excess, unused carpet after installation.



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WARRANTIES AND WARRANTY PERIOD

Carpets manufactured with PET fibers can be rated either Titanium, Titanium Plus, or Titanium Supreme. Carpets manufactured with Nylon fibers can be rated Platinum, Platinum Plus, and Platinum Supreme. Not all carpets manufactured by Marquis Industries carry these warranties. Please see your store sample to determine which warranty applies to your carpet. The warranties below apply to Marquis Industries carpets purchased on or after January 1, 2011. Specific warranty definitions and details begin on page 8.

LIMITED WARRANTY PERIOD

Please note that your limited warranty coverage begins on the date of purchase and continues for the stated period below. All Warranties are subject to the Warranty Definitions and Terms and Conditions set forth on pages 8–11.



Carpets made of PET fiber and PET/Nylon fiber blends	Stain Resistance		Texture Retention	Abrasive Wear	Quality Assurance
Titanium Supreme	Lifetime		10 years	10 years	10 years
Titanium Plus	Lifetime		7 years	7 years	7 years
Titanium	Lifetime		5 years	5 years	5 years

Carpets made of Nylon fibers	Stain Resistance		Texture Retention	Abrasive Wear	Quality Assurance
Platinum Supreme	10 years		10 years	10 years	10 years
Platinum Plus	7 years		7 years	7 years	7 years
Platinum	5 years		5 years	5 years	5 years

Carpet Care and Maintenance

(A) Preventative Maintenance

- Keep outside areas clean. Less dirt is tracked inside when outside areas are kept clean. During winter remove as much snow and ice as possible without treating with chemicals, sand, or salt.
- Use soil barriers (walk off mats, rugs, and runners) at all entrances and on uncarpeted areas adjacent to carpet and clean them frequently.
- Maintain your HVAC system. Replace filters regularly to help remove many airborne particles.
- Close blinds and drapes during daylight hours
- Use furniture coasters under furniture to minimize indentations in the carpet due to the weight of the furniture.
- Be very careful handling any bleach, acne medication, hydrogen peroxide, tile cleaners, plant food, drain cleaners, or oven cleaners. These items contain substances that can permanently discolor your carpet or even dissolve the fibers and backing.
- Avoid agitated wear (don't grind or shuffle feet in front of seating areas, use protective barriers when moving furniture and especially under wheeled furniture)

(B) Regular Vacuuming

- Dry dirt, dust and soil particles can build up in your carpet and can not only cause your carpet to look soiled but these often sharp, gritty particles can also abrade the fibers which can create a permanently worn and dull appearance. Regular vacuuming not only keeps your carpet clean but will also enhance and extend your carpets beauty as well.
- Vacuum your entire home at least once a week and vacuum high traffic areas daily.
- Use a vacuum with a rotating brush or beater bar set to the correct height, having the bar set too low can comb the twist out of the fiber (some carpets such as thick pile loops or thick cabled high pile shags should be vacuumed with suction vacuums only, consult your retailer for further advice). **Be aware that some vacuums have excessive suction power and/or excessively stiff brushes that exceed what is required to affectively clean Marquis carpet products. Use of such vacuums may damage the surface of your Marquis carpet, and potentially void your warranties.** Visit www.carpet-rug.org for a list of CRI seal of approval vacuums.

(C) Remove stains or spills immediately

- Acting fast can prevent a spill from becoming a difficult to remove stain. First scoop as much of the spill up as possible with a spoon, next using a white cloth or paper towel, blot as much of the spill up as possible (do not rub, scrub, or brush), use a wet/dry vac for large spills, finally use a CRI seal of approval spot remover www.carpet-rug.org and follow the manufacturer's recommended cleaning procedures.
- Never use a cleaner with a PH of 10 or higher and always test cleaners in a closet or other non-visible area before use.
- Contact an IICRC certified professional cleaner www.iicrc.org if spot cannot be removed.

(D) Deep Cleaning

- Marquis Industries recommends that you have your carpet professionally hot water extracted by an IICRC certified firm www.iicrc.org every 12 months and requires it every 18 months to maintain warranty coverage. Hot water extraction not only removes oily, sticky soil that cling to the carpet fibers but also helps to refresh the texture of your carpet by helping the fibers to remember their twist.

Non-Warranted Carpet Characteristics

Crushing

Crushing is the loss of pile thickness due to foot traffic or furniture indentation. Loss of pile thickness is the compression of the carpet tufts. Crushing may become permanent and is not a defect. Frequent vacuuming should reduce crushing due to traffic and hot water extraction may help restore some pile thickness. The use of furniture coasters is also highly recommended.

Shading/Watermarking

Shading is not a change in color but a change in pile direction that sometimes appears randomly in a carpet or rug. If you look at the shaded area in one direction, it will appear darker, but from another direction, it will appear lighter in color due to the direction that light is reflecting off the fiber. Shading is a characteristic of certain constructions of carpet and is normal. Permanent pile reversal can also be classified as shading and is sometimes called watermarking or pooling. This condition has no known cause but is not a manufacturing defect.

Vacuum Marks and Footprints

Many carpet styles will show footprints and vacuum marks, these marks are not defects.

Matting

Matting is the result of fibers or tufts entangling with adjacent tufts and is usually the result of infrequent vacuuming or cushion failure in traffic areas. Matting is not a manufacturing defect and can be avoided with good maintenance and using a proper cushion or pad.

Filtration Soiling

Filtration Soiling is the result of air flowing through or over the carpet. Dirt, dust, pollen and other air born particulates are trapped on the carpets surface. Filtration soiling will appear as dark or grayish spots or lines along walls, under doors, or vents as air escapes through tiny gaps and is filtered by the carpet. This condition can be cleaned but will return quickly if the gaps are not sealed or otherwise corrected.

Buckling and Ripples

Buckling may occur after installation and is not a manufacturing defect. The ripples are often the result of excessive humidity or damp weather and may disappear as the atmosphere dries. They can also be the result of improper installation. An installer can usually correct this problem by re-stretching the carpet with a power stretcher.

Yellowing

Yellowing can be caused by many different influences including but not limited to changes in alkalinity, off gassing from cushion, heating fuels, cleaning solution residue, etc. A professional carpet cleaner can remove most yellowing using white vinegar or citrus acid based cleaning solutions.

Seams

Certified installers know how to minimize the appearance of seams. Seams may be more apparent in certain carpet constructions with lower pile heights, your retailer should discuss this with you before you purchase.

Tip Bloom

Over time, daily foot traffic can cause the tips of yarns in cut pile carpets to untwist and bloom open. This is a normal occurrence. To minimize this effect, look for carpets with highly twisted yarns of dense construction, use a vacuum cleaner set to the correct height and make sure to have a hot water exaction performed annually.

WARRANTY DEFINITIONS

(see terms and conditions on pages 7–8 for rules and additional exclusions)

Limited Stain Resistance Warranty

(see chart on page 3 for the period of your warranty)

—Marquis Industries warrants that the surface pile of your carpet will resist stains from most foods and beverages (except as noted below) with the use of proper carpet care and cleaning procedures (found on pages 5-6) for the term of the warranty. We will repair or replace any carpet that does not perform as warranted per the fulfillment obligations found on page 12.

—No Carpet is completely stain proof, therefore, this warranty excludes 1. General soiling and stains from nonfood/non-beverage sources; 2. Foods and beverages that contain strong dyeing agents such as but not limited to mustard, herbal tea, red wine, and coffee; 3. Substances that permanently damage or change the color of the carpet including, but not limited to bleach, hydrogen peroxide, acne medication, acids, drain cleaners, plant food, vomit, feces, and urine; 4. Wicking or residual stains and filtration soiling.

—Marquis Industries additionally warrants that carpets manufactured with 100% PET only will resist stains from benzoyl peroxide, a common ingredient found in acne medication.

Limited Texture Retention Warranty

(see chart on page 3 for the period of your warranty)

—Marquis Industries warrants that the surface pile of your carpet will not lose a significant amount of texture as measured with the ASTM-D-6119 standardized rating scale provided the carpet is installed over an approved pad that measures a minimum 6 1b density and is at least 7/16" thick. We will repair or replace any carpet that does not perform as warranted per the fulfillment obligations found on page 12.

—Texture retention is the ability of carpet tufts to maintain their shape and not lose twist, burst or bloom. Wear from crushing, flattening, soiling, agitated feet grinding or shuffling in front of seating areas, burns, pile reversal, damage from improper installation, pet damage, pulls, or tears are specifically excluded. Indentations from heavy equipment or furniture are specifically excluded. The texture of any carpet will change to some degree in heavy traffic areas, such conditions constitute normal wear.

Limited Abrasive Wear Warranty

(see chart on page 3 for the period of your warranty)

—Marquis Industries warrants that your carpet will not lose more than 10% of the original face weight for the term of the warranty due to abrasive wear provided the carpet is installed over an approved pad that measures a minimum 6 lb density and is at least 7/16" thick. We will repair or replace any carpet that does not perform as warranted per the fulfillment obligations found on page 12.

—Abrasive wear is defined as fiber loss from the pile surface due to normal foot traffic. Wear from crushing, flattening, soiling, fading, burns, pile reversal, damage from improper installation, pet damage, pulls or tears are specifically excluded.

Limited Quality Assurance Warranty

(see chart on page 3 for the period of your warranty)

—Marquis Industries warrants that your carpet will be free of any manufacturing defect. Manufacturing defect is defined as any defect in workmanship or material. We will repair or replace any carpet that is found to have manufacturing defects per the fulfillment obligations found on page 12.

—Crushing or matting of any kind including but not limited to pile compression or entanglement caused by foot traffic or indentions caused by furniture or other heavy equipment is not covered under this warranty.

—Color loss or changes caused by atmospheric contaminants, chemicals, or sunlight are specifically excluded from this warranty.

—De-lamination, loss of tuft bind, buckling, ripples or any other damage caused by abuse including but not limited to improper installation, improper maintenance, flooding and pet damage is specifically excluded from this warranty.

—Marquis Industries will not pay for labor for appearance related defects that should have been identified prior to installation such as streaks, color shifts, spots, tears, missing tufts, etc.

TERMS AND CONDITIONS

The Terms and Conditions apply to ALL the limited warranties provided in this booklet.

—Only first quality carpets manufactured by Marquis Industries qualify for coverage under these warranties. Proof of purchase is required in the form of an invoice or statement showing proof of the original installation date and carpet style and color information. (Proof of purchase must reflect that full payment has been made)

—Carpet must be installed following the Carpet and Rug Institute Residential Installation Standard CRI-105 over an approved pad that measures a minimum of 6 lb density and is at least 7/16" thick to qualify for coverage under these warranties. Marquis Industries is not responsible for installation and any damage from improper installation are not covered under these warranties.

—To qualify for coverage under these warranties, carpet must be installed in an owner occupied residence. Carpet installed in rented or leased property, time shares, and/or any non-residential space, including but not limited to hotels, retail stores, and offices is specifically excluded.

—Carpet installed outdoors, on stairs, in bathrooms, and/or kitchens is specifically excluded from all warranties. Any carpet exposed to abnormal use or abuse including but not limited to extreme heat, damage from smoke or fire, damage from plumbing leaks or floods, damage from improper cleaning methods or use of improper cleaning agents is specifically excluded.

—These warranties are extended to the original purchaser and are not transferable

—Marquis Industries does not warrant that seams will be invisible and there is no guarantee of perfect side match on patterned carpet. Dye lots may vary from lot to lot and may not match the sample exactly; dye lot variance is not a defect.

—Proper maintenance is required to maintain your warranty coverage, please follow the instructions titled Carpet Care and Maintenance found on pages 5-6 of this brochure. Additionally, Marquis Industries **requires** that a hot water extraction (often known as "steam cleaning") be performed **at least every 18 months** by an IICRC certified firm to maintain your carpets appearance and warranties. You may contact the IICRC at 1-800-835-4624 or www.iicrc.org. You must keep all receipts as proof of service.

• These limited warranties give you specific legal rights, and you may also have other legal rights which vary from state to state. These limited warranties apply only to Marquis Industries wall-to-wall carpet installed in the U.S..

• THE LIMITED WARRANTIES IN THIS BOOKLET ARE THE SOLE AND EXCLUSIVE WARRANTIES PROVIDED BY MARQUIS INDUSTRIES FOR THE CARPET SPECIFIED, AND ARE IN LIEU OF ALL OTHER WARRANTIES, ORAL OR WRITTEN, IMPLIED OR EXPRESS, WHETHER ARISING BY OPERATION OF LAW OR OTHERWISE, BY MARQUIS INDUSTRIES OR ANY OTHER PARTY, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, CONDITION OR QUALITY OF THE PRODUCT, FITNESS FOR A PARTICULAR PURPOSE, OR ANY TRADE USAGE (EXCEPT FOR THOSE IMPLIED WARRANTIES APPLICABLE UNDER LAW, WHICH, WHERE PERMITTED BY APPLICABLE LAW, ARE HEREBY DEEMED LIMITED TO THE DURATION OF THE GIVEN WARRANTY PERIOD STATED HEREIN), WHETHER OR NOT THE PURPOSE HAS BEEN DISCLOSED AND WHETHER OR NOT THE PRODUCT HAS BEEN SPECIFICALLY DESIGNED OR MANUFACTURED FOR BUYER'S USE OR PURPOSE. NO DEALER, DISTRIBUTOR, RESELLER, RETAILER, OR SALESPERSON, OR ANY REPRESENTATIVE OF MARQUIS INDUSTRIES HAS THE AUTHORITY TO MAKE ANY WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR TO ALTER OR CHANGE THE LIMITED WARRANTIES IN THIS BOOKLET, WHETHER IN WRITING OR ORALLY. Some states do not allow limitations on how long an implied warranty lasts so the above limitations may not apply to you.

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Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

FULFILLMENT OF OUR WARRANTY OBLIGATION

If your carpet does not perform in accordance with these limited warranties, you must file a claim using the instructions below. Upon determination that your claim is valid and covered under one or more of these warranties, Marquis Industries will repair the affected area of your carpet, or, if repair cannot be accomplished, we will credit the retailer for replacement of the affected area. If the carpet style or color has been dropped, Marquis Industries is only responsible to replace said carpet with the closest possible style and color manufactured by Marquis Industries.

There will be no cash payments. Credit will be issued for carpet material cost only (**no labor or pad related costs are covered**) based on the prorated schedule below :

1st year	100%
2nd year	90%
3rd year	80%
4th year	70%
5th year	60%
6th year	50%
7th year	40%
8th year	30%
9th year	20%
10+ yrs	10%

How to File a Claim

Notify the carpet retailer who sold you the Marquis Industries carpet in writing describing the problem in as much detail as possible and provide proof of purchase and proof of maintenance (if applicable).

If you are unable to contact your retailer please write to Marquis Industries at:

Marquis Industries Inc.
Attn: Claims
PO Box 1483
Chatsworth, GA 30705

Maintenance Record

Date Cleaned _____

Cleaning Company _____

Cleaning Products Used _____

Other Products Used _____

Area(s) cleaned _____

Date Cleaned _____

Cleaning Company _____

Cleaning Products Used _____

Other Products Used _____

Area(s) cleaned _____

Date Cleaned _____

Cleaning Company _____

Cleaning Products Used _____

Other Products Used _____

Area(s) cleaned _____

Date Cleaned _____

Cleaning Company _____

Cleaning Products Used _____

Other Products Used _____

Area(s) cleaned _____

Date Cleaned _____

Cleaning Company _____

Cleaning Products Used _____

Other Products Used _____

Area(s) cleaned _____

Carpet must be cleaned every 18 months to maintain the warranty.

NOTES

[illegible]



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