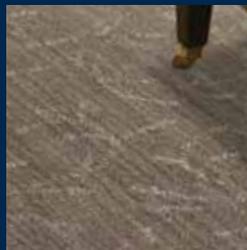
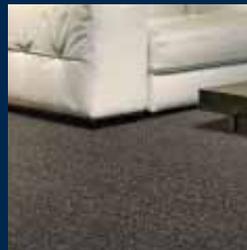
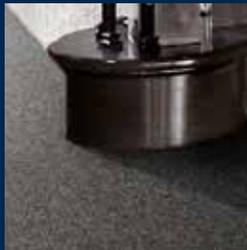
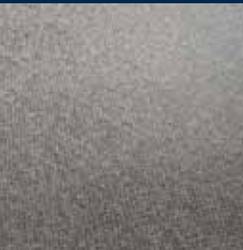
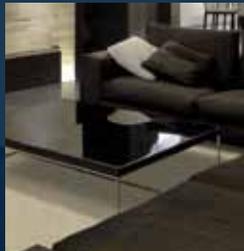
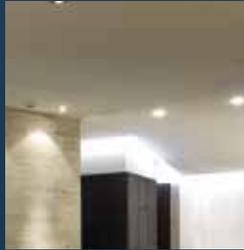


CARPET CARE & WARRANTY GUIDE





CONGRATULATIONS

on choosing a Beaulieu Canada carpet!

Your purchase is a long-term decorating investment.

This guide includes important information about product care so that you can enjoy your floor for years to come.



CARPET CARE & CLEANING TIPS

Proper care and cleaning can make a big difference in retaining the appearance and performance of Beaulieu Canada carpet over time. And remember, no carpet is absolutely stain-proof.

FOUR SIMPLE TIPS

1. USE ENTRANCE MATS

Place walk-off mats inside and outside entrances to your home to trap soil before it can be tracked in. Be sure to clean mats weekly to ensure they don't become soil sources. Avoid latex-backed runners which may yellow the carpet.

2. VACUUM REGULARLY

Regular, thorough vacuuming will remove dust and gritty dirt particles and reduce the abrasion that can dull and wear carpet fibres. A rotating brush power-head vacuum raises the carpet pile while it removes the soil. Change the vacuum bag often. To reduce matting, change the direction of vacuuming occasionally. Attention: some vacuums have aggressive brushes that may damage the pile surface. Refer to the Carpet and Rug Institute™ (hereafter "CRI", www.carpet-rug.org) for approved vacuum cleaners and details.

3. CLEAN UP SPILLS IMMEDIATELY

Prompt attention to spots and spills will make removal easier. Always blot the area being cleaned, never rub, scrub or brush. If stain persists, use the cleaning method described in the "Spot Removal Guide" (page 3).

4. SCHEDULE PROFESSIONAL CLEANINGS

Choose a qualified cleaning service experienced in the latest techniques for advanced generation fibres and have your carpet professionally cleaned every 12-18 months (keep all receipts for proof of cleaning). High traffic areas and lighter carpet colours may require cleaning more often. Hot water extraction is the preferred method, using products which are non-cationic and have a pH level less than 10. Non-approved cleaning products or treatments will void your warranty.

CAUTION

No other household cleaners or other ingredients should be used other than those recommended specifically for carpet since they may contain chemicals that could damage your carpet. If you are uncertain what type of spot cleaner you should use, start by gently using a volatile dry cleaning solvent as described in suggested method C (page 4).

If you know what type of stain you are going to treat, please follow the specific recommendations for the type of stain to be treated by using the cleaning methods on the “Spot Removal Guide” (page 3).

Never apply these products directly to the spot you are trying to clean. Instead, apply these types of spot cleaning products to a clean, white absorbent towel and blot clean.

Use only a small amount of the liquid cleaner to slightly wet the carpet fibre and not the backing. Avoid over-wetting since it may transfer the stain to the carpet backing and prolong the cleaning treatment unnecessarily.



SUGGESTED SPOT REMOVAL GUIDE

Stain	Cleaning method	Stain	Cleaning method
Asphalt	D	Ketchup	A
Beer	A	Kool-Aid	A
Beet Juice	B	Latex Paint	A
Blood	A	Lipstick	D
Chewing Gum	H	Liqueur	A
Chocolate	D	Make-Up	D
Coffee	D	Medicine	A
Cola	A	Mouthwash	A
Cooking Oil	D	Motor Oil (used)	D
Cough Syrup	A	Mustard	A
Cranberry Juice	B	Nail Polish	G
Crayon	D	Oil Paint	D
Dirt	F	Orange Juice/Pop	A
Egg	A	Pet Feces	C
Felt Marker	D, E	Pet Urine	C
Furniture Polish	E	Prune Juice	B
Furniture Stain	D	Red Clay Soil	F
Grape Juice	B	Rust	A
Gelatins	A	Shoe Polish	D
Grape Soda	A	Tea	D
Grease	D	Vomit	C
Ink (ball point)	D	Water Colours	A
Iodine	A, E	Wine	B

A. Blot excess stain or liquid. Apply lukewarm water to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with white paper towel to transfer the stain. Repeat until no stain is evident on the paper towel. If the stain persists, apply the “Cleaning Solution” recommended on page 7 to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with clean and dry paper towel to transfer the stain. Rinse with lukewarm water to remove the cleaning solution, blot dry. If stain still persists, add water again, fold paper towel and place over stain with weight. Check towel every 5 minutes until towel is stain free. Repeat steps as needed. Brush up pile and allow to dry before walking on carpet.

B. Blot excess stain or liquid. Apply lukewarm water to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with white paper towel to transfer the stain. Repeat until no stain is evident on the paper towel. If the stain persists, apply 3 % strength hydrogen peroxide (available in drug stores) to a clean, white absorbent towel and blot the stain to moisten the fibre layer only, immediately follow with household ammonia to a clean, white absorbent towel and blot the stain to moisten the fibre layer only. After one minute of dwell time, blot with clean and dry paper towel to transfer the stain. Rinse with lukewarm water to remove the peroxide solution, blot dry. If the stain persists, follow directions in method A.

C. Blot or scrape off excess stain or liquid. Vacuum particles, and to soften the stain, apply alcohol or a dry cleaning solvent to a clean, white absorbent towel and blot the stain to moisten the fibre layer only, then blot with clean and dry paper towel to transfer the stain immediately. If the stain persists, follow directions in method A.

D. Blot excess stain or liquid. Apply alcohol or a dry cleaning solvent to a clean, white absorbent towel and blot the stain to moisten the fibre layer only, then blot with clean and dry paper towel to transfer the stain immediately. Repeat two times. If the stain persists, follow directions in method A starting from the application of the cleaning solution.

E. Blot excess stain or liquid. Rinse with lukewarm water and blot dry. If stain persists, apply a dry cleaning solvent with a dampened white cloth and blot dry immediately, then apply warm water to the stained area and blot dry with a clean white cloth. Absorb any remaining moisture with layers of white cloth weighted on top of area. Repeat steps, as needed. Brush up pile and allow to dry before walking on carpet.

F. Allow area to dry and vacuum excess. Soak with lukewarm water for one minute and blot with sponge or white paper towel. Repeat until no stain is evident on the sponge or towel. If stain persists, follow directions in method A starting from the application of the cleaning solution.

G. Blot excess. Test non-oily nail polish remover on an obscure non-visible piece of carpet to see if it removes carpet colour. If not, gently apply remover using a cotton swab (do not wet through to carpet backing), beginning at outside edge of stain and working toward center, and blot. Repeat if necessary. Brush up pile and allow to dry.

H. Freeze area with ice cubes. Shatter frozen gum with blunt instrument. Vacuum up pieces before they melt. Blot to absorb any remaining moisture with white cloth. When dry, brush the pile to restore texture.

Act quickly on a spill or spot to minimize staining. Apply the recommended cleaning method to the corresponding stain listed in the “Spot Removal Guide” (page 2).

Cleaning Solution

Mix ¼ teaspoon dish-washing detergent in 1 cup of warm water. The detergent should be translucent and not contain any bleaching agents.

WARNING

Many household products can cause permanent stains or colour loss to your carpet. The following products frequently contain chemical ingredients which can cause irreparable damage to the carpet and will void warranty: acne medication, certain cosmetics, bleaches, disinfectants, furniture polish, insecticides, plant foods, fertilizers, oven cleaner, drain openers, etc.





1. EVALUATING YOUR MAINTENANCE REQUIREMENTS

DETERMINE TRAFFIC CONDITIONS

The first step in determining a proper maintenance schedule is understanding where the carpet is installed and what kind of foot traffic it will be exposed to. Using a copy of your building's floor plan, categorize and label traffic areas as light, moderate, heavy and extra heavy. Use the chart to determine the cleaning frequency per type of traffic.

2. PREVENTIVE MAINTENANCE

A. WALK-OFF MATS

The first step toward a clean carpet is preventing dirt from getting to the carpet. Since 80% of all carpet soil is brought from outside on the bottom of shoes, Beaulieu Canada strongly recommends walk-off mats at all entryways and transition areas where soiling is likely. Mats trap or localize dirt, and the larger the mat, the more dirt trapped. Daily vacuuming and frequent cleaning of mats will optimize mat efficiency and provide front line protection to keep carpets cleaner longer. This recommendation is in addition to existing permanent entry-way systems (such as grills or grates) to capture dirt, particles, etc. brought into the building.

B. VACUUMING

Vacuuming removes 90% of dry soil that accelerates wear and causes fibre abrasion. Vacuuming is a powerful method for preserving carpet life and appearance. The first step in vacuuming is selecting the equipment best suited to your requirements and preferences.

TWO-MOTOR VACUUM

In a two-motor vacuum, there are separate motors for vacuuming and beater brush drive. Each motor is sized and configured to optimize the specific function. Operation is generally quieter and dirt pick-up more effective than single-motor vacuums. We recommend a two-motor vacuum for all traffic levels.

3. INTERIM MAINTENANCE

Interim maintenance is a key part of a good maintenance program that most often gets overlooked or is not properly performed. Interim cleaning is designed to eliminate the “stick effect” resulting from the deposit of normal oils and soil that hold foreign matter in the carpet while simultaneously performing low moisture pile lifting. Low moisture pile lifting actually retards the tendency for contaminants to become airborne due to the action of the pile lifter. This procedure enhances the ability of the vacuum cleaner to remove loosened foreign matter from the carpet. Interim appearance-enhancing effect you are looking for.

A. LOW MOISTURE PILE LIFTING

The interim cleaning process approved by Beaulieu Canada is “low moisture pile lifting with chemical cleaning”. The approved chemical for this system is sprayed onto the carpet, applying about one diluted gallon per 1000 square feet. Agitation of the floor covering is accomplished using a machine that powers dual cylindrical brushes that will lift the carpet fibres as the brushes turn. The solution is allowed to dry (usually about 30–90 minutes) and the crystalline residue removed with the recommended type of vacuum. Productivity rates vary from 3,000 to 6,500 square feet per hour, depending on machine size and spraying method.

Amount of traffic	Traffic	Vacuum Frequencies	Interim Cleaning Frequencies	Professional Cleaning Frequencies
Light	Less than 100/day	2-3 times per week	2-4 times per year	None (only when required)
Moderate	Up to 500	Daily	Quarterly	None (only when required)
Heavy	1000-10 000/day	Daily	Every Other Month	Once yearly (When required)
Extra heavy	Over 10 000/day	Daily	Weekly to monthly	Twice yearly (When required)

B. CHEMICAL CLEANING

The Crystal Dry chemical action breaks down the sticky and oily residue that attracts soil on contact. The GLS machine works the Crystal Dry deep into the pile and loosens foreign solid material, lifting the carpet pile at the same time. As the Crystal Dry chemical dries, it encapsulates the soil in crystals that are then dry extracted by vacuum.



NORMAL CHANGES IN CARPET APPEARANCE

All carpet will change in appearance over time to some degree due to foot traffic.

Regular maintenance and a good quality cushion will limit these changes.

Normal changes in appearance are characteristic of carpet. These changes are not considered manufacturing defects and are not covered under Beaulieu Canada warranties.

CRUSHING

Crushing is the compression of the carpet yarn tufts due to repeated foot traffic or furniture. Regular use of a vacuum equipped with a beater-bar or brush unit will help keep the pile's best appearance.

MATTING

Matting is the physical entanglements of the yarn fibres which cause loss of pile thickness. Many factors can contribute to matting such as foreign residues agglomerating to the fibres, residue from spills or improper cleaning, oil from bare feet combined with pivoting or shuffling movements

SHADING, VACUUM CLEANER MARKS AND FOOTPRINTS

Cut pile carpet, such as saxony construction, will show impressions. This visual effect is a normal condition. It is the result of light refracting at different angles on the fibres.

INDENTATIONS

Furniture and other heavy objects will cause indentations in your carpet. Use of furniture coasters will help minimize the indentation marks.

SHEDDING

Shedding is a normal characteristic of a cut pile carpet using a spun yarn system. Initial shedding will occur during the first year and will subside over time.



PERFORMANCE ASSURANCE WARRANTY

WEAR

Beaulieu Canada guarantees that with proper care and maintenance, the pile of your new carpet will not wear more than 10 % by weight from normal foot traffic for the term of the warranty indicated by the product's Rating. Refer to the "Carpet Care & Cleaning Tips" (page 1) for details. Wear is defined as abrasive fibre loss and not as a change in appearance, such as crushing or matting. The carpet must be installed over a Beaulieu Canada retailer-approved undercushion which meets minimum thickness and density requirements and must have proper, adequate care and maintenance. The Beaulieu Canada retailer employs professional, experienced installers to ensure that your carpet is installed properly in your home to maximize carpet performance and life.

Refer to the "Minimum Cushion Requirements" chart (page 14) for the recommended cushion requirements.

EXCLUSIONS OF WEAR WARRANTY

- Carpet installed improperly, carpet on stairs, in high moisture areas, outdoors, or areas subject to other than ordinary shoe traffic.

	<u>b</u> <u>b</u> <u>b</u> <u>b</u>	<u>b</u> <u>b</u> <u>b</u>	<u>b</u> <u>b</u>	
Wear	20 years	15 years	10 years	5 years
Texture Retention	15 years	10 years	5 years	-
Stain Resistance	15 years	10 years	5 years	-
Manufacturing Defects	15 years	10 years	5 years	3 years
Soil Resistance	15 years	10 years	5 years	-

TEXTURE RETENTION

Beaulieu Canada carpets are warranted against abnormal loss of surface texture from normal residential foot traffic and must retain a texture rating of at least 3.0 for the period of time as specified by the product's Rating. The texture of any carpet will change over time, this is a normal characteristic, especially in higher traffic areas. Texture retention is the ability of the carpet tufts to retain their visible shape. The performance is measured by the degree of bursting, opening or untwisting of the tufts at the carpet surface and is evaluated on the CRI TM-101 scale from 5.0 (new or no change) to 1.0 (severe change) when tested in accordance to ASTM's D-5252 standard test method. The carpet must be installed over Beaulieu Canada retailer-approved undercushion which meets minimum thickness and density requirements and must have proper, adequate care and maintenance.

Refer to the "Minimum Cushion Requirements" chart (page 14) for the recommended cushion requirements.

EXCLUSIONS OF TEXTURE RETENTION WARRANTY

- Changes in appearance from soiling, from furniture or from shading.
- Carpet installed on stairs or high moisture areas.
- Texture change associated with normal crushing or matting.

Refer to the "Normal Changes in Carpet Appearance" (page 7) for more details.

ANTI-STATIC

Beaulieu Canada guarantees its carpets will not generate static electricity greater than 3.5 kilovolts (the threshold of human sensitivity) when tested using AATCC's Test Method 134 for the period of time as specified by the products' Rating. This applies to carpets rated within the warranty's bb, bbb and bbbb classification levels only. Most people are unaffected by static electricity of that degree.



STAIN RESISTANCE

Beaulieu Canada guarantees the ability of the surface pile to resist stains by most common food and beverages for the period of time as specified by the product's Rating. Recommended carpet care and cleaning methods, including professional cleaning every 12-18 months, must be followed for the warranty to be valid. High traffic areas and lighter carpet colours may require cleaning more often to retain their appearance.

EXCLUSIONS OF STAIN RESISTANCE WARRANTY

- Stains resulting from improper maintenance.
- Stains from spills other than food or beverages.
- Materials that permanently destroy dyes or alter colours, such as bleaches, bathroom cleaners, caustic chemicals, insecticides, plant foods, paints, iodine, dyes, shoe polish, lipstick, mustard, tea, asphalt, tar, rust, acne medications, skin medications, vomit, urine, feces, blood and products containing butylated hydroxytoluene (BHT).

SOIL RESISTANCE

Beaulieu Canada guarantees the surface pile will not have a noticeable colour change (less than 3 using the American Association of Textile Chemists and Colorists or AATCC's Grey Scale) due to deposits of dry soil resulting from normal, indoor household foot traffic for the specified period of time from original purchase date, provided the carpet is installed according to the latest version of the CRI carpet installation standard and maintained in compliance with the Beaulieu Canada recommended carpet care and cleaning methods. Please note that lighter colours will show soiling more than darker colours and will require more frequent maintenance to retain their appearance.

EXCLUSIONS OF SOIL RESISTANCE WARRANTY

- Any carpets treated with a silicone based anti-soil treatment post installation.
- Improper maintenance and or damage due to the application of improper cleaning agents (any chemicals that are not approved by the CRI for carpet cleaning).
- Any carpet not maintained in accordance with the recommended carpet care and cleaning methods.

MANUFACTURING DEFECTS WARRANTY

Beaulieu Canada guarantees its residential carpeting against latent manufacturing defects for the period of time as specified by the product's Rating period from the date of original installation in an owner occupied, single family residence. This limited warranty is not transferable.

The liability of Beaulieu Canada under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of carpet extending to the nearest wall, doorway, or entrance. Beaulieu Canada reserves the right to correct any defect prior to the carpet being removed, replaced or settlement offered. If replacement is warranted, Beaulieu Canada shall provide a carpet of equal value should the identical carpet not be available.

EXCLUSIONS OF MANUFACTURING DEFECTS WARRANTY

- Cost of incidental or consequential damages.
- Labour on claims for appearance-related manufacturing defects that could have been observed during pre-installation such as wrong material ordered, missing tufts, pattern inversion, dye spots, tears, loose backing, etc.
- Pile distortion or wrinkles resulting from the shipping and handling of the carpet.
- Matting and crushing or any change in appearance retention or furniture indentation. Refer to the "Normal Changes in Carpet Appearance" (page 7) for more details.



NO QUESTIONS ASKED GUARANTEE

Beaulieu Canada offers you a full range of carpet floor fashion options recommended by designers for your personal décor style. With an easy-to-shop showroom, helpful and informed sales associates and a Four-Level Performance Warranty program, Beaulieu Canada makes it simple to find the floor that is right for the way you live. In fact, once you have selected and installed your new carpet, we want to ensure your complete satisfaction. If you are unhappy with your flooring choice for reasons outside of performance as covered in your warranty, your Beaulieu Canada retailer will replace your carpet with another Beaulieu Canada carpet of equal value at no extra cost for the flooring. If you decide to upgrade to a better quality Beaulieu Canada carpet, you may do so by paying the difference. However, if the Beaulieu Canada carpet you select is of lesser value, no cash refund or credit note will be issued. As specified by the product's rating, you must indicate the need for replacement within the designated period of time. This guarantee is limited to only one replacement carpet and applies only to carpet installed for residential use.

EXCLUSIONS OF NO QUESTIONS ASKED GUARANTEE

- Cost of carpet lifting, removal, installation (initial or new), delivery, undercushion or any other additional labour required.
- Carpet sold as second quality, irregular or used.
- Installation issues.

WHAT THESE WARRANTIES COVER

These warranties only apply to products intended for installation in non-commercial residential premises (single-family homes, condominiums, townhouses, etc.). If a defect covered by these warranties appears during the warranty period, Beaulieu Canada will, at its discretion and according to the prorated chart (page 15), repair or replace the defective carpet areas extended to the nearest wall, doorway or entrance. Should Beaulieu Canada decide to replace the carpet, Beaulieu Canada will replace the defective carpet areas with the identical carpet, or if that is not available, a Beaulieu Canada carpet of comparable quality, colour and value. The replacement product is warranted for the remainder of the original warranty period.

LABOUR CHARGES

If replacement is necessary under the terms of these warranties, Beaulieu Canada will pay during the first three years of coverage for the removal of the old carpet and the installation of the new.

- Any costs associated with carpet disposal, underpad or for moving furniture or equipment are not included.
- The owner is responsible for providing a clear floor area to allow warranty repair work to be carried out without hindrance.



WARRANTY GENERAL TERMS, CONDITIONS & LIMITATIONS

- Beaulieu Canada authorized retailer has the option to repair any area of carpet that does not perform as described in the Performance Assurance Warranty. If Beaulieu Canada cannot repair your carpet, it will be replaced or you will be reimbursed as described herein. Any repair or replacement under this Performance Assurance Warranty will be made by a Beaulieu Canada authorized retailer with authorization from Beaulieu Canada, and will be limited to the affected areas of the carpet.
- This warranty applies only to Beaulieu Canada brand first-quality (not seconds or irregular) wall-to-wall carpet installed by a certified installer.
- This warranty applies only to Beaulieu Canada brand wall-to-wall carpet purchased for residential use in owner-occupied residences, or purchased by a tenant in a rental dwelling. The warranty is extended only to the original purchaser and is not transferable.



- Cushion or underpad is a major factor affecting the wear and performance of your carpet. If the wrong cushion is used, even the highest quality carpet may fail to meet performance expectations.

Following the minimum cushion requirement will maximize the life of your carpet investment and is a requirement for the terms of this Performance Assurance Warranty.

MINIMUM CUSHION REQUIREMENTS

Type of cushion (underpad)	Thickness		Density	
	mm	(in.)	Kg/m ³	(lb/ft ³)
Prime urethane	9	(0.35)	35.2	(2.2)
Prime urethane high density	6	(0.24)	58.7	(3.6)
Rebond*	9	(0.35)	80.1	(5.0)
Recycled rubber	6	(0.24)	288.3	(18.0)
Rippled rubber	7	(0.28)	224.3	(14.0)

Notes

* Maximum thickness for all carpet cushion/underpad is 12 mm/0.5".
Cushion/underpad must also meet the minimum Compression Deflection range 17.1-35.0 kPA for Type 2 underpad. The warranty coverage excludes the use of underpad that contains BHT.

- This warranty excludes carpet installed on stairs.
- This warranty excludes carpet which has been put to commercial use (commercial use includes, but is not limited to, use in a store, office or other place of business).
- This warranty excludes carpet's lack of performance resulting from inadequate installation (e.g. buckling due to insufficient stretch, improper seaming, etc.).
- This warranty excludes carpet which has been subjected to abnormal use, conditions or abuse, incidental or consequential damages (including but not limited to, water damage from plumbing, storm, flood, smoke or fire damage).
- This warranty excludes damage from improper cleaning methods or materials, and from improper maintenance.
- This warranty excludes all carpet which has been installed outdoors or that has been exposed to outdoor conditions.
- This warranty excludes pooling, a naturally occurring phenomenon.
- This warranty excludes discolouration, colour alterations, or fading affected by atmospheric conditions or chemical contamination.
- This warranty excludes minor and normal differences from the retail store samples either from colour or texture.



- Beaulieu Canada is responsible for the Performance Assurance Warranty Program. The registration of all claims and the fulfillment of the warranty obligations are to be handled through the authorized Beaulieu Canada retailer from which the product was purchased.
- The Performance Assurance Warranty is in lieu of, and cannot be used in conjunction with, any other express warranties that now, or hereafter, might arise with respect to this product. Other warranties may in fact exist on select branded products as offered by the fibre manufacturers, outside of the Performance Assurance Warranty Program, with specific product warranty coverage – see your retailer for details. In a case where the product is covered by more than one program, any given performance claim can only be filed against one warranty program.

If Beaulieu Canada reimburses you for your carpet under the terms of these warranties, Beaulieu Canada will credit a percentage of the original carpet purchase price according to the following proration chart. For labour coverage details, refer to the “Labour Charges” (page 12).

WARRANTY % COST OF REIMBURSEMENT

Claim reported	b	b	b	b
1 st year	100 %	100 %	100 %	100 %
2 nd year	100 %	100 %	90 %	80 %
3 rd year	90 %	90 %	85 %	70 %
4 th year	85 %	85 %	80 %	50 %
5 th year	80 %	80 %	75 %	30 %
6 th year	75 %	75 %	70 %	n/a
7 th year	70 %	70 %	65 %	n/a
8 th year	65 %	65 %	60 %	n/a
9 th year	60 %	60 %	55 %	n/a
10 th year	55 %	55 %	50 %	n/a
11 th year	50 %	50 %	n/a	n/a
12 th year	45 %	40 %	n/a	n/a
13 th year	40 %	30 %	n/a	n/a
14 th year	35 %	20 %	n/a	n/a
15 th year	30 %	10 %	n/a	n/a
16 th year	25 %	n/a	n/a	n/a
17 th year	20 %	n/a	n/a	n/a
18 th year	15 %	n/a	n/a	n/a
19 th year	10 %	n/a	n/a	n/a
20 th + year	5 %	n/a	n/a	n/a

EXCLUSION OF CONSEQUENTIAL DAMAGES

Beaulieu Canada hereby excludes coverage of all consequential damages resulting from the breach of these warranties or from failure to perform under the terms of these warranties. This includes, but is not limited to, damage to the building or property in which the flooring is installed, injuries sustained by any person, economic losses, commercial losses, loss of time, loss of use of the building or incidental charges such as telephone, travel or lodging expenses. Some Canadian provinces and U.S.A. states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The warranties described above are the exclusive warranties provided by Beaulieu Canada. Beaulieu Canada disclaims all other express warranties whether oral or written. Beaulieu Canada is not responsible or liable for any promises, representations, commitments or agreements made by employees, agents or representatives of Beaulieu Canada which are not in accordance with the warranties above.

These warranties give you specific legal rights. You may also have other rights which vary from province to province (state to state in the U.S.A.). These warranties do not modify or limit those rights but shall run concurrently with them.

CANADA ONLY

Any provision of these warranties which is incompatible with some public order legislation will not invalidate the remaining provisions of these warranties. Some legislation may forbid restrictions upon warranties granted by law. In cases covered by such legislation, these restrictions do not apply.

DISCLAIMER

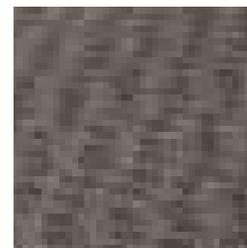
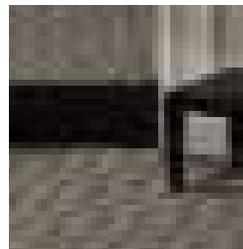
Samples, descriptions and other information concerning the products contained in catalogs, advertisements, or other promotional material are for general informational purposes only and are not binding upon Beaulieu Canada. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Beaulieu Canada's warranties. Any statements made by sales representatives or distributors will not be binding upon Beaulieu Canada.



HOMEOWNER OBLIGATIONS

The warranty terms set out above apply to all products sold after January 1st, 2012, and replace all previous warranties. To maintain the coverage under the terms of Beaulieu Canada warranties and ensure fast and easy warranty service, you must do the following:

- Keep two square feet (0.2 m²) of excess unused carpet remnant after installation for testing purposes.
- Keep and provide the original sales receipt or documentation illustrating proof of purchase and installation date of Beaulieu Canada carpet.
- Keep proof of purchase of the undercushion that meets specified requirements.
- Make sure your carpet is installed according to the latest version of the CRI Carpet Installation Standard.
- Keep your receipts of periodic professional cleaning as proof of maintenance.
- Keep a list of products used to clean your carpet.



**Beaulieu Canada® offers simple solutions
and a full range of the latest floor fashions
designed for your unique personal style
and the way you live.**



**Thank you for considering Beaulieu Canada®
a partner in your decorating journey.**



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