

Monticello International, LLC

Scope

This brochure was designed to help you better understand the warranties that come with your new carpet. Please keep it, along with other important papers regarding your carpet (original invoice, cleaning receipts, etc.), so that in the unlikely event of a claim you'll have all the necessary paperwork handy.

This brochure contains details of all the warranties featured on Monticello International carpet. However, not all warranties apply to all Monticello International carpets. The specific warranties applicable to each specific style are designated on the samples featured by the authorized Monticello International Carpet dealer at the time of the purchase of carpet.

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Monticello International Limited Abrasive Wear Warranty *(See store sample for details)*

Monticello International Industries warrants for a specified period of time from the original date of installation that the surface pile of your carpet will not be worn by abrasion more than 10% during the warranty period provided the carpet is installed over cushion meeting the standards noted in the Carpet cushion section and is maintained according to Monticello International's recommendations in an owner occupied single-family residence. If, within the warranted period, the pile weight of the carpet, when compared to non-traffic areas, loses more than 10% of its weight, Monticello International will handle such claims per the Terms and Conditions stated in this warranty booklet, for the affected area only (the worn and adjacent areas extending to the nearest wall, doorway or entrance).

Abrasive wear means fiber-loss from the carpet through normal abrasion, not from crushing or flattening of the car-pet pile in any area, or from staining, soiling, fading or other changes in carpet appearance. Carpets installed out-doors, on stairs, in bathrooms, kitchens, or in areas subject to other than normal shoe traffic are not covered by this warranty. Specifically excluded from this warranty is damage caused by tears, pulls, piling, burns, improper installation, inadequate cushion, improper cleaning, furniture, wheel traffic, or athletic equipment.

Monticello International Limited Manufacturing Defects Warranty *(See store sample for details)*

Monticello International warrants residential carpeting against manufacturing defects for a specified period of time from the original date of installation. If your carpet is determined to be defective, Monticello International will handle such claims per the Terms and Conditions stated in this warranty booklet.

Monticello International Limited Nylon Stain Resistance Warranty *(See store sample for details)*

Monticello International warrants that the surface pile of this carpet will resist stains by most household foods and beverages, except as noted below, carpets carry a lifetime stain removal and a 15-year limited soil warranty from the date of original installation. The 3M stain resistant treatment will provide for improved resistance to food and beverage stains as compared to an untreated carpet of similar construction. (No carpet is fully stain proof).

Therefore, this warranty excludes general soiling and stains from non-food and non-beverage substances, including but not limited to such foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, herbal tea, red wine and hot beverages; substances which destroy or change the color of carpets such as bleaches, acne medications, drain cleaners, plant food, vomit, urine and feces. This limited warranty excludes any residual stains, which may occur under this condition.

If permanent staining should occur that cannot be removed using recommended methods by a certified carpet care professional, Monticello International will handle such claims per its Terms and Conditions stated in this warranty booklet.

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Monticello International Limited P.E.T. Polyester Stain Resistance Warranty *(See store sample for details)*

Monticello International warrants that the surface pile of this carpet will resist stains from most household foods and beverages, and benzoyl peroxide, a common ingredient of acne medication, for a specified period from the date of original installation.

NOTE: *This warranty applies to carpet manufactured using P.E.T. polyester fibers only – not Nylon.*

No carpet is absolutely stain-proof. The stain resistant treatment will provide for improved resistance to food and beverage stains as compared to an untreated carpet of similar construction. Stain resistant properties may be affected by exposure to very hot substances. This limited warranty excludes any residual stains which may occur under this condition. Also excluded are stains caused by non-food substances including, but not limited to, pet stains, hair dyes, shoe polish, paints, and other materials which destroy or change the color of carpet such as bleaches, caustic chemicals, fertilizers, insecticides, and iodine. Stains from foods and beverages with strongly colored natural disperse dyes, such as those found in some brands of mustard and herbal tea, are also excluded. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet care professional, Monticello International will handle such claims per its Terms and Conditions stated in this warranty booklet.

Monticello International Limited Stain and Fade Resistance Colorfast (Olefin) Warranty *(See store sample for details)*

Monticello International warrants that Colorfast Olefin carpet will not be permanently stained by ordinary materials found in household environments, excluding vomit, urine, and feces for a 15-year limited stain warranty from the date of original installation. Monticello International further warrants that Olefin carpet will not show a permanent color change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than one unit as measured by the AATCC* Gray Scale for standards comparison of the extent of color differences. *American Association of Textile Chemists and Colorists. If permanent staining should occur that cannot be removed using recommended methods by a certified car-pet cleaning professional, or if color change due to sunlight or atmospheric contaminant should exceed the AATCC Gray Scale criterion, Monticello International will handle such claims per its Terms and Conditions stated in this warranty booklet.

Monticello International Limited Soil Resistance Warranty *(See store sample for details)*

Over time, any carpet may change color due to the accumulation of dry soil from foot traffic. Monticello International warrants that for a specified period of time from the original date of installation, subject to your compliance with the recommended carpet care and cleaning procedures found in this booklet, your carpet will not have a “noticeable color change” (as defined below) due to deposits of dry soil as a result of foot traffic from normal, indoor household use. Noticeable color change is defined as change greater than 3 using standardized rating scales (Grey Scales- AAT CC Evaluation Procedure 1 or equivalent in the U.S. or via Test method 121 in Canada).

Excluding from this limited warranty is: color changes from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food), urine, feces, vomit, appearance or color changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment. Following the recommended carpet care and cleaning procedures found in this booklet is essential to minimize color change from dry soil. Due to the nature of heavily concentrated traffic on stairs, this warranty specifically excludes stairs.

If permanent noticeable color change should occur that cannot be removed using recommended methods by a certified carpet care professional, Monticello International Industries will handle such claims per its Terms and Conditions stated in this warranty booklet.

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Monticello International Limited Anti-Static Warranty *(See store sample for details)*

Monticello International Industries warrants for a specified period of time from the date of original installation that the carpet will not generate static greater than 5.0 kilovolts (using AATCC Test 134-79). Most people are unaffected by static of that degree. If static greater than 5.0 kilovolts is generated, Monticello International will handle such claims per Terms and Conditions stated in this warranty booklet.

Monticello International Limited Fade Resistance Warranty *(See store sample for details)*

Monticello International Industries warrants for a specified period from the date of original installation that carpet will not show a permanent color change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than one unit as measured by the AATCC* Gray Scale for standards comparison of the extent of color differences. *American Association of Textile Chemists and Colorists. If a color change due to sunlight or atmospheric contaminants should exceed the AATCC Gray Scale criterion, Monticello International will handle such claims per its Terms and Conditions stated in this warranty booklet.

Monticello International Limited Texture Retention Warranty *(See store sample for details)*

Monticello International Industries warrants that, for a specified period of time from the original date of installation, this carpet will retain its texture from ordinary foot traffic, as a result of the tufts losing twist, provided the carpet is installed over a cushion meeting the standards noted in the Carpet Cushion section and maintained according to Monticello International's recommendations in an owner-occupied, single-family residence. Texture retention is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 3.0 under warranted conditions. Improper or inadequate care and maintenance will accelerate carpet appearance changes. To refresh carpet texture, cleaning performed by a trained, certified carpet care professional is required every 12-18 months. Proof of this service is required. Carpet installed outdoors, on stairs, in bathrooms, or kitchens or in areas subject to other than ordinary shoe traffic is specifically excluded from this warranty, as is damage caused by improper installation and/or improper cleaning methods and materials.

Monticello International Industries product Warranties

Some products carry additional warranties provided by the fiber and stain protection producers. These warranties take precedence over Monticello International warranties and should be submitted directly to them. Consult your dealer for specific warranty details and telephone numbers for warranty service.

Implied Warranties

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE FIVE, TEN or 15 YEAR TERMS OF THE WRITTEN MONTICELLO INTERNATIONAL CARPET CORPORATION WARRANTIES. By implied warranties we mean ones that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY. These warranties give you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under these warranties state the limit of Monticello International Carpet Corporation responsibilities.

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General Terms and Conditions on Your Monticello International LLC Corporation Warranties

The liability of Monticello International LLC Corporation under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of the carpet extending to the nearest wall, doorway, or entrance. Monticello International LLC Corporation reserves the right to correct any defect prior to the carpet being removed, replaced, or settlement offered. If replacement is warranted, Monticello International LLC Corporation shall provide a carpet of equal value should the identical carpet not be available. Monticello International will arrange a credit to your retailer as a percentage of the replacement cost of new carpet. The credit will be good only toward the purchase of new Monticello International carpet. There will be no cash payment. Monticello International Carpet Corporation shall not be liable for the cost of incidental or consequential damages. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. All carpets manufactured by Monticello International are intended solely for use as indoor floor covering and are not recommended for any other purpose.

Non-Transferability These Monticello International LLC warranties are extended only to the original purchaser and are not transferable. Warranties apply only to carpet for the owner-occupied single-family residential installations and to carpet purchased by the full time tenant in a rental dwelling. First Quality Products Warranties are not applicable to carpet sold as second quality, irregular, used or mill end. Improper installation can cause problems with your carpet. The Carpet and Rug Institute Installation Standard CRI-105 conforms to proper installation procedures and must be followed. We are not responsible for damage to your carpet caused by improper installation. Examples are wrinkling, due to insufficient stretch, loss of tufts due to improper seam sealing, and seam peaking. The International Floor covering Installers Association maintains a directory of qualified carpet installers: call 1-816-231-4646. Improper Maintenance or Inadequate Care Your carpet requires routine maintenance. Please follow the recommendations described in this brochure under "Carpet Care." We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage. Accidents, Abuse, or Abnormal Wear Your Monticello International LLC warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets, or damage caused by improper cleaning methods and materials. Staining from common household food and beverage substances may be covered by fiber or stain protection producer's warranties.

Carpet on Stairs, in Bathrooms, and in Kitchens Your Monticello International LLC warranties do not cover damage or appearance changes on carpet installed on stairs, in bath-rooms, kitchens, outdoors, or in areas subject to other than ordinary shoe traffic. Pad Failure deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturer's warranty statement for more information. Problems with Moisture your Monticello International LLC warranties do not cover problems caused by wetting or persistence of excessive moisture. For immediate assistance, contact a certified water damage restorations specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintain a registry of trained, certified specialists. Call 1-800-835-4624. Changes in Carpet Color your Monticello International LLC warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight, ozone, or spills of household chemicals and other non-food and non-beverage substances. This limitation may not apply if your Monticello International LLC features a stain and fade warranty. Differences in Samples your Monticello International Carpet warranties do not cover minor and normal differences between the color and texture of the retail store sample and true color and texture of the actual carpet. Replacement of Discontinued carpet if your carpet has been discontinued and replacement is necessary under the terms of your Monticello International LLC warranty; Monticello International carpet of comparable quality will be substituted. Geographic locale these warranties apply only in the United States and Canada.

Consequential or Incidental Damages WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY. ALL CHARGES SHOULD BE SUBMITTED TO THE CUSTOMER CLAIMS DEPARTMENT FOR EVALUATION AND REVIEW.

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Disclaimer of Implied Warranties

All implied warranties which may arise by implication of law or application of course of dealing or usage of trade, including but not limited to, implied warranties of merchantability, or fitness for a particular purpose are expressly excluded. There are no warranties which extend beyond the description on the face hereof. Upon determination of a valid claim and the carpet cannot be restored by repair, Monticello International Industries will arrange a credit to your retailer equal to the cost of the carpet replacement only. Credit will be issued based upon the length of time your carpet has been in use and according to the prorate schedule. The following prorate schedule applies to all Monticello International warranties of five (5) years or greater:

Lifetime

1st Year 100%	11th Year 70%
2nd Year 100%	12th Year 60%
3rd Year 100%	13th Year 50%
4th Year 100%	14th Year 40%
5th Year 100%	15th Year 35%
6th Year 95%	16th Year 30%
7th Year 90%	17th Year 25%
8th Year 85%	18th Year 15%
9th Year 80%	19th Year 10%
10th Year 75%	20th Year 5%

15 Years

1st Year 100%	9th Year 60%
2nd Year 100%	10th Year 55%
3rd Year 90%	11th Year 50%
4th Year 85%	12th Year 40%
5th Year 80%	13th Year 30%
6th Year 75%	14th Year 20%
7th Year 70%	15th Year 10%
8th Year 65%	

10 Years

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

5 Years

1st Year 100%	4th Year 30%
2nd Year 100%	5th Year 10%
3rd Year 50%	

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Quality Assurance Program

All Monticello International carpets carry the Carpet and Rug Institute label signifying certification under the CRI Indoor Air Quality carpet testing program. The CRI label is your assurance that Monticello International carpets are rated well within the established guidelines for the emission of volatile organic compounds (VOC's) that can be emitted from common household items which may affect indoor air quality. As homes become more energy efficient through improved insulation and reduction of fresh air ventilation, many consumers demand household items constructed from low-VOC emitting materials. The CRI label indicates that your Monticello International carpet meets these air quality standards.

Carpet Cushion

The cushion under your carpet is one of its most important components. It is the base that helps the carpet retain its texture and appearance. A cushion is sold by its thickness and density. A pad that is too soft will adversely affect the performance of the carpet. A pad that is too thick interferes with the anchoring of the carpet. You must use a pad with-in the recommended specifications in order to qualify for Monticello International LLC Corporation warranties. For residential installation we recommend a cushion of no more than 1/2 inch thick with 6 pounds per cubic foot of density or equivalent. We recommend a cushion of 3/8 inch thickness or less with 8 pounds per cubic foot of density or equivalent for berber style carpets.

Carpet Installation

Be sure to have a professional installer install your new Monticello International carpet in your home. The installer must be trained in methods outlined by the Carpet and Rug Institute. The CRI Standard 105* for residential installation, must be followed in order to qualify for Monticello International LLC warranties. Proper installation is as important as the original quality and durability of the carpet. An improperly installed carpet will not look as good nor last as long and can cause delamination, buckling, wrinkling, and loss of tufts in the seam areas. Before you have your new carpet installed, Monticello International recommends you let the carpet sit overnight, preferably unrolled in an area not below 65°F. This allows the backing to become more pliable and easier to install. It also allows the "new carpet smell" to dissipate. Testing within the carpet industry, and independently, has not found any harmful emissions from carpets. The latex used to lock the tufts in place does produce a smell sometimes referred to "new carpet smell." Studies show 90-95% of the "new carpet smell" dissipates within a 24-hour span. A seam may be required during the installation of carpet, depending on the dimensions of the room. If at all possible, the seam should run perpendicular to windows in order to minimize the light that reflects off the seam. Seams do show, and some constructions show more than others. THERE ARE NO INVISIBLE SEAMS. *Failure to have your carpet installed using the previous guidelines can void your warranties.

Carpet Care and Guidelines

A) Selection

In selecting your color, take the time to look at large samples in your home, both by daylight and lamplight in the evening. The color you choose will look different under different lighting conditions. Light colored carpets will show more soil and require more maintenance than dark colors. Darker colors of carpeting are more effective in high traffic areas. Multi-colors and patterned carpets are especially effective in hiding soil. The performance and quality of a carpet is directly related to the amount and quality of fiber that goes into the pile. The better the fiber and the denser it is packed, the better the carpet will perform. Thin, less dense car-pet will lose its surface appearance faster. It is best to buy the highest quality you can afford.

B) Stain Removal

Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove. First scrape food spill gently with a spoon or dull knife, removing as much solid material as possible. Apply spot remover that has obtained the Carpet and Rug Institute Seal of Approval to the stain. Abnormally large or excessive stains may require hot water extraction method. Professional cleaning is recommended. Important - Do not use any cleaner with a PH of 10 or higher. Always test cleaners on a small, non-visible area for any discoloration of the pile before using.

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C) Vacuum Regularly

Most dirt, and even dust, takes the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming not only prolongs the life of the carpet, but will enhance its appearance as well. Most soiling in carpet is of the dry, particle type which can be removed with a vacuum cleaner. Vacuum high traffic lanes daily, medium to high traffic areas twice weekly, and the entire house at least once a week. Use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges, so as not to damage the surface of the carpet. Some thick loop pile carpets will fuzz if a rotating brush vacuum is used. In this case we recommend a suction vacuum only.

D) Preventative Maintenance

The use of mats or runners at all home entrances and on uncarpeted areas adjacent to carpet will reduce soil and moisture in traffic areas. Clean mats and any other rugs placed over carpet regularly. The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting a protective barrier between the wheels and the carpet. To extend the beauty of your carpeting, close drapes or blinds during hours of direct sunlight. Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers and plant food. They are strong chemicals that can permanently discolor or dissolve carpet fibers.

E) Cleaning Recommendations

Even with regular vacuuming, soil particles and oily dirt will cling to the carpet fibers. With foot traffic these particles and oily dirt are driven deep into the carpet. We recommend professional hot water extraction every 12 to 18 months using cleaning products, equipment or systems that carry the Carpet & Rug Institute Seal of Approval. (Visit www.carpet-rug.org for a complete list of certified products.) Periodic cleaning using the hot water extraction method performed by a certified carpet care professional, will refresh carpet appearance. The most used areas, such as entrances, doorways, traffic lanes, and in front of chairs will collect dirt faster than other areas. Clean these areas as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleaning.

Non-Warranted Carpet Characteristics

Appearance Retention

All carpets will change in appearance over time. This is primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good quality cushion will help extend the carpet's appearance. The tips of the tufts in cut-pile carpets, over time and use, will lose some twist, causing it to bloom. This is normal and should be expected.

Crushing

Crushing is the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum with a beater bar in high traffic areas may help reduce changes in appearance.

Fading or Color Loss

Carpet may slowly lose color over time. This can be caused from direct sunlight, ozone, emissions from heating fuels, pesticides, cleaning agents, benzol peroxide, and other household items. Care should be taken when using these items.

Window treatments

The proper window treatments will reduce exposure to direct sunlight.

Footprints

Cut-pile carpets will show footprints and vacuum cleaner marks. The selection of a carpet with a lower pile height and denser construction will help to minimize this effect.

Indentations

Indentations will occur from furniture or heavy objects. Furniture coasters will assist in spreading the weight of the object to a larger area. Brushing the affected area with your fingertips will usually restore the crushed tufts to their original position.

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Matting

The entanglement of fibers and tufts of the yarn tips may be caused by a cushion failure, or most often, improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that has not been rinsed completely will lead to matting.

Shading

Shading is a change in pile direction that results in an apparent change in color due to the light reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking. This results in a permanent pile reversal that occurs after installation. It has no known cause and is usually confined to only certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect.

Shedding

Shedding is a normal characteristic of cut-pile carpets. It is more apparent in staple products versus continuous filament products. Regular vacuuming utilizing a vacuum cleaner with a beater bar will remove most of the loose fibers during the first year.

Filtration Soiling

Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark lines along walls, vents, and doorways. It is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls, and doorways. Professional cleaning may clean the affected areas, but the condition will usually return unless the ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

Wrinkling or Buckling

Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate cushion, or not using the recommended installation procedures found in CRI-105, especially relative to power stretching. A competent installer can usually correct this problem.

Yellowing

Yellowing can have many causes such as BHT* off gassing from rebond pad, yarn lubricants, over-application of stain resistant treatments, changes in alkalinity, cleaning solutions, general soiling, and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if the yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove the yellowing. *Butylatedhydroxytoluene

****Each of these items are characteristic of carpet and are not considered manufacturing defects.****

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Homeowner Obligations under the Monticello International Industries Warranties

What You Must Do:

In order to maintain and protect your coverage under the terms of these warranties, you must do the following:

1. Make sure you know which warranties apply to your particular carpet. The warranties are stated on the backs of samples in the store at the time of purchase. It is your responsibility to know which warranties apply to your carpet.
2. Keep proof of purchase in the form of a bill, invoice, or statement from your Monticello International Industries dealer, showing the price you paid for the carpet, excluding labor.
3. Install your carpet according to the guidelines in the Carpet and Rug Institute Installation Standard CRI-105, and maintain your carpet according to the recommendations described in the Monticello International "Carpet Care and Guidelines" section of this brochure.
4. Show proof of periodic cleaning by a certified professional cleaning service. A bill, invoice, or statement showing cleaning service will serve as proof of cleaning. In order to maintain and protect you coverage under the terms of these warranties, you must do the following: A minimum of one professional cleaning every 18 months is required using cleaning products, equipment or systems that carry the Carpet & Rug Institute Seal of Approval. (Visit www.carpet-rug.org for a complete list of certified products.)

Filing a Claim

Notify your dealer in writing. Be sure to describe the specific problem, and to include a copy of your invoice. Your dealer will take appropriate action, including the notification of Monticello International Industries, if necessary. If you are unable to contact your retailer for some reason, or if you do not get a satisfactory reply from them, please write to Monticello International at:

Monticello International LLC

Attention: Claims Department
1900 Willowdale Road
Dalton, Georgia 30720