



Nexus® Cushion Limited Lifetime Warranty

We extend certain warranties that cover products manufactured with Nexus® Cushion backing. These warranties protect the original purchaser against performance deficiencies in specific categories. The length of time covered by each warranty listed below is for the useful life of the carpet, provided that (1) the carpet is installed using the full spread method and other guidelines described in our Nexus Cushion Modular installation instructions, and (2) the carpet is maintained in accordance with our carpet maintenance instructions.

NOTE: *The use of Nexus® Cushion Modular Adhesive is required and must be ordered with the carpet to receive the material lifetime warranty. Failure to order the adhesive will result in the warranty period being reduced to one (1) year.*

Warranties

For carpet backed with Nexus Cushion, the following lifetime warranties apply:

Tuft Bind (edge ravel, yarn pulls, zippering): Under normal use carpet will not fail to perform due to insufficient tuft bind as evidenced by edge ravel, yarn pulls, or zippering.

Delamination: Under normal use, carpet will not fail to perform due to the delamination of the secondary backing.

Dimensional Stability: Under normal use and atmospheric conditions, Nexus® Cushion is dimensionally stable and will not shrink, grow, cup, or dome.

Should our Nexus Cushion product fail to perform as warranted above, we will resolve the deficiency at its discretion by one or more of the following methods at no charge for materials, freight, and labor: A) repair the affected area, B) replace the affected area with comparable product, or C) refund the full purchase price of the product in affected area. If carpet is to be replaced, areas must be cleared at the customer's expense of all equipment, furnishings, partitions, and similar materials that may have been placed over the carpet subsequent to completion of the original installation. In the event replacement is to be made for carpet that is not a current product manufactured by us, replacement will be made with a comparable style from the current product line.

Exclusions

This warranty does not cover any disfigurement or damage caused by the following factors or equipment:

1. Failure to use Nexus Cushion Modular Adhesive
2. Unsatisfactory transit or improper storage.
3. Abnormal or improper use, such as athletic surfaces, outdoor installation, installation on stairs, or use other than a conventional floor covering.
4. Placing excessively heavy equipment on carpet.
5. Tears, burns, pulls, and cuts.
6. Improper cleaning agents, methods, or general soiling.
7. Failure to follow our published installation guidelines or improper installation.
8. Athletic equipment such as roller blades, ski boots, or spiked athletic shoes other than spikeless golf shoes.
9. Accidental flooding and acts of God.

NOTE: *Due to the visual characteristics of modular carpets – pattern repeats, pattern run-off, and seams may appear more noticeable than in broadloom carpets. Such visual characteristics do not constitute a manufacturing defect, and as such, should be considered when selecting modular carpet and its installation.*