Bliss Perfection Serenity Warranty

Bliss Serenity Guarantee
The Bliss Serenity Guarantee is reserved for our best products/collections that feature our ultimate warranty package to give you complete peace-of-mind when purchasing these products. You can be assured that these products are among the best performing in the industry and are backed by a warranty package consistent with their performance.

Bliss Perfection Serenity Warranties
For complete peace-of-mind the Bliss Perfection products offer our Serenity Guarantee. The specific limited warranties for your carpet are listed on your authorized Beaulieu carpet dealer's sample, which includes the duration of each such warranty. Bliss Perfection warranties include stairs. Replacement of stairs will be limited to the stairs only and will not include carpeting adjoining the stairs. Claims for stairs are limited to one (1) replacement, and the replacement carpet is not covered under the warranty. Bliss Perfection warranties are not assignable or otherwise transferable. The warranty details and requirements to maintain these warranties are set forth in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure (for a copy of this brochure, please contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com).

In the event of a Bliss Perfection claim, if Beaulieu, at its sole discretion, determines you have a valid warranty claim with your Bliss Perfection carpet, we will replace your carpet. Labor is excluded from the Bliss Perfection warranties. Costs associated with installation of replacement carpet, on site preparation, removal and disposal of existing carpet, padding and installation sundries, moving furniture and floor fixtures, or any other costs are excluded. These costs are your responsibility. Bliss Perfection warranties are prorated as noted in the Usage Guide found in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure (for a copy of this brochure, please contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com.

Carpet stain claims are limited to one (1) replacement, and replacement carpet is not covered under the stain warranty.

To maintain your warranty rights, you must comply with all installation and carpet care maintenance requirements set forth in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure (for a copy of this brochure please contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com). Failure to comply with the warranty requirements in this brochure voids these warranties. No claim will be considered if you fail to maintain a list of all products you have used to clean your Bliss Perfection carpet.

For more warranty information, refer to sections: Consumer Obligations, Limited Warranties, Warranty Exclusions, Implied Warranties, Consequential and Incidental Damages, In the Event of a Claim and the Spot Removal Guide found in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure (for a copy of the brochure, please contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com).

20 Year Durability Warranty
What is covered?
Beaulieu warrants that when properly installed in compliance with CRI standards, the pile yarn in any area of your carpet will not experience excessive wear during the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample. Excessive wear is defined as a countable loss of pile fiber of 10% or greater resulting from normal foot traffic, and is determined by pile yarn weight comparison of the worn area of your carpet to non-trafficked areas, or by testing using mechanical wear simulators.

For a complete list of warranty exclusions please see the section ***"Warranty Exclusions, What Is Not Covered?"*** In the Beaulieu of America Carpet Care Guide and Warranty Information Brochure.

20 Year Limited Texture Retention Warranty

Beaulieu of America
Technical Services
Phone: 800-944-2840
Email: tek.services@beaulieugroup.com
P.O. Box 1248, Dalton GA 30722-1248

What is covered?
Beaulieu warrants that your carpet will not exhibit abnormal texture loss resulting from normal foot traffic during the warranty period specified on your authorized Beaulieu carpet dealer's sample, provided that the carpet was properly installed using carpet cushion meeting our requirements and properly maintained as specified. Texture retention is the ability of carpet tufts to retain a normal amount of their visible size, shape and orientation. This includes the ability of cut pile carpet tufts not to burst, bloom, open or lose twist excessively. Texture change associated with normal pile crush is a characteristic of all carpet and is not covered under this warranty. Texture retention is measured using the standardized rating scale CRI TM 101, with a rating scale of 5.0 (new carpet, or no change) to 1.0 (severe change). To perform as warranted, your carpet must retain a texture retention rating of no less than 2.5 under the warranted conditions. Improper or inadequate care and maintenance will accelerate changes in carpet appearance and are not warranted.

For a complete list of warranty exclusions please see the section ***"Warranty Exclusions, What Is Not Covered?"*** in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure.

Lifetime Limited Stain Warranty Including Pet Urine
What is covered?
Your carpet is warranted against all common food and beverage substances and pet urine stains for the lifetime of your carpet. This warranty requires you to clean your carpet as outlined in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure. If a spot or stain remains after spot cleaning, you are required to contact a professional carpet cleaner and allow them to attempt spot cleaning before you can file a claim under this warranty.

What is not covered?
Excluded from this warranty are stains caused by any non-food and non-beverage substances, including, but not limited to oil, grease, bleaches, exposure to very hot substances that can alter carpet dyes, paints, vomit, medicines, and products containing benzoyl peroxide. Wicking, which is defined as the reappearance of stains that have been previously cleaned, is not covered. Your carpet is protected by Scotchgard™ Protector. A toll free 800-550-6033 phone number is dedicated to assist you with carpet care and stain removal needs and to provide related warranty service. This warranty is void if you do not follow the procedures outlined in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure. No claim will be considered if you cannot provide receipts as proof of professional hot water extraction cleaning performed every 18 months, starting from the date of your original carpet purchase. Any and all replacement carpet is not covered under this stain warranty.

Limited Lifetime Soil Resistant Warranty
What is covered?
Beaulieu warrants that your carpet will not show a noticeable change in color resulting from dry soil that cannot be removed using the recommended carpet cleaning and maintenance procedures listed in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure. Proper vacuuming and cleaning will enable your carpet to be cleaned more thoroughly. Soil resistance is the ability of your carpet to resist, withstand, and minimize retention of common dry household soils during the lifetime of your carpet. Light colored carpet will show soiling more readily than darker colored carpet and will require greater care and more frequent maintenance. Noticeable color change is defined as a change greater than a rating of 3 on the AATCC Standardized Evaluation Procedure, using the grey scale for color change. Your carpet is protected by Scotchgard™ Protector. A toll free 800-550-6033 phone number is dedicated to assist you with carpet care and stain removal needs and to provide related warranty service. No claim will be considered if you cannot provide receipts as proof of professional hot water extraction cleaning performed at least once every 18 months, starting from the date of original purchase.

20 Year Limited Manufacturing Defect Warranty
What is covered?
Beaulieu warrants your carpet against manufacturing defects that are not apparent during installation for the duration of the warranty period specified on your authorized Beaulieu carpet dealer's sample. Manufacturing defects pertain to any defect in material or workmanship of a carpet. With the exception of carpets that offer this extended warranty, and unless noted otherwise on our sample, all Beaulieu carpets are warranted for one (1) year from the date of purchase against manufacturing defects.

What is not covered?

Labor costs will not be covered for carpet that has been cut or installed with visible manufacturing defects that should have been evident at the time of installation, such as, but not limited to pattern elongation, bowing, skewing, texture and color variation, streaks, delamination, etc., and was not reported to Beaulieu prior to or during installation. For a complete list of warranty exclusions please see the section "Warranty Exclusions, What Is Not Covered?" in the Beaulieu of America Carpet Care Guide and Warranty Information Brochure.

No Questions Asked Warranty
What is covered?
Because we are so confident about the quality and workmanship of our outstanding line of carpets, your carpet is backed by our Beaulieu Limited "No Questions Asked" Warranty. Duration of coverage is specifically stated on our individual carpet style labels and can vary from style to style. If within the No Questions Asked Warranty time period (30, 45, 60, or 90 days depending on the style and starting from the date of installation), you are dissatisfied with your carpet for reasons other than improper or unsatisfactory installation, damage, or abuse we will replace your Bliss carpet with a Bliss carpet of comparable value from a different style and color at no additional cost to you "no questions asked".

What is not covered?
Carpet that was not installed by a certified professional carpet installer and in compliance with the CRI Carpet Installation Standard is also excluded. This warranty excludes costs associated with labor, including but not limited to, on-site preparation, installation, removal, handling, and disposal of existing carpet, carpet pad, and all other installation sundries, and any and all costs associated with moving furniture and floor fixtures. This warranty does not apply to conditions covered by any other warranty, applies only to the original carpet purchase, and is not extended to your replacement carpet. Carpet that was not installed by a certified professional carpet installer and in compliance with the CRI Carpet Installation Standard is also excluded.

THIS EXPRESS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL THE MANUFACTURER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, ANY DAMAGES TO CARPET not explicitly covered in this limited warranty, whether such damages are claimed on account of breach of warranty, breach of contract, negligence or strict/product liability, including, without limitation, damage to property or other economic losses.

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. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For more information about this warranty and requirements that may apply to your carpeting please see sections labeled "Limited Warranties", "Warranty Exclusions", "Implied Warranties", "Consequential and Incidental Damages", "In the Event of a Claim", "General Terms and Conditions", and "Care & Maintenance" found in the Beaulieu of America Carpet Care Guide & Warranty Information Brochure. For a copy of this brochure contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com

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