

*Bliss*  
BY BEAULIEU™

# Warranty Information & Carpet Care Guide



# Bliss

BY BEAULIEU™

Congratulations on your purchase of Bliss by Beaulieu™ the nicest carpet in the world™. As with anything else in the home, carpet should receive proper care. For example, vacuum your carpet so it always looks its best. Have it cleaned professionally every one to two years to maintain its warranty coverage. Give the removal of spots and spills your prompt attention. And last but not least, read and follow the information and advice we've provided here to help you take care of your new carpet. We want you to have many enjoyable years of Bliss!

## **What makes Bliss carpet so blissful?**

Bliss is our pride and joy. All of our carpet-making know-how went into the beautiful new Bliss carpet you're standing on. You're the proud owner of best there is from the world's largest specialist in carpet, Beaulieu of America.

## **Why do we love carpet so much? Same reasons you do ...**

**Beauty:** Nothing creates the foundation for a beautiful room quite like carpet.

**Softness and warmth:** No other floor covering can match the coziness of carpet.

**Comfort:** What other flooring can you actually lay on and be completely comfortable?

**Color:** The selection of vibrant colors and subtle hues and shades is virtually endless.

**Texture:** Carpeting provides dramatic textures, sophisticated patterns and an unending array of designs to create a visually spectacular room.

**Safety:** Carpet is simply a natural cushion for life's little falls.

But as wonderful as carpet is (especially Bliss carpet, we might add), it simply won't take care of itself. That's where you come in ...

## What You Should Know About Carpet Care

Good vacuuming and the correct techniques for cleaning carpet can be very effective, as most soil and dirt is removed by a good vacuum cleaner. Plus, attacking spills before they become a nuisance prolongs the life and appearance of your carpet and will greatly enrich your overall satisfaction with your carpet purchase. Oily soils, vapors from cooking, air pollution, and grease tracked in from outside present different challenges because they can cause fiber damage and significant dulling of colors. It's not that the color has disappeared; it's just masked beneath a buildup of soils.

### Guidelines To Follow For Care And Maintenance:

Your carpet is a significant investment. Proper care and cleaning can make a big difference in retaining your carpet's beauty over many years of regular use. To get the most out of your investment, here are a few things you should know about carpet care and maintenance for your Bliss by Beaulieu™ carpet.

We recommend, actually require, professional carpet cleaning not only to keep your carpet fresher, brighter, and newer looking, but also to enable you to maintain your warranty coverage. It's like owning a car - maintenance is part of good ownership.

Many professional carpet cleaners attend certification training and are knowledgeable about modern and effective hot water extraction cleaning techniques. We require choosing a certified cleaning company that is an SOA (Seal of Approval) service provider. It is typically better to leave special cleaning needs to a certified professional than to try it yourself. If you want to clean your carpet yourself, as an interim cleaning between the required professional cleanings, we recommend the hot water extraction method using SOA approved portable hot water extractors (also known as steam cleaning). However, special care must be taken not to use too much detergent or over-wet your carpet as this can cause damage to the carpet and its backing. SOA Cleaning Companies are required.

#### Proper Installation

Proper installation is essential to your carpet's performance. Always hire a certified professional to install your carpet. A firm carpet cushion is essential for a good carpet foundation. Recommended carpet cushion will also increase your carpet's comfort underfoot, reduce noise, enhance insulation, and extend the life of your carpet by absorbing the impact of foot traffic.

#### Use walk-off mats

Soiling is the greatest threat to your carpet. Taking care of your carpet starts immediately after installation. Protecting your carpet from soil particles that cause fiber abrasion that can dull carpet fibers and accelerate wear is essential to the beauty and life of your carpet. The use of walk-off mats at all entrances inside and outside are rec-

ommended. Walk-off mats must be cleaned and replaced regularly to prevent them from becoming a soiling source to your carpet.

### **Vacuum regularly**

The most important thing you can do for your carpet is to vacuum it regularly before soils become apparent since today's fibers are designed to have soil hiding properties. Upright HEPA Filtered vacuum models equipped with an adjustable pile height setting and beater-bar (which raises the pile height to assist in soil removal) are recommended. HEPA Filtered vacuum systems reduce the amount of particulate soil that can pass through vacuums equipped with bag filters and be respirable. Be sure to adjust your vacuum to the height of your carpet to provide proper pile agitation and suction to remove soil. Suction only vacuum models must be used to vacuum carpets with pile yarn heights one inch and greater to avoid beater bar and brush damage. For residential applications, rather than vacuuming all of your carpet every day, concentrate daily vacuuming on the traffic areas and use a weekly schedule for the rest of the home. More frequent vacuuming will be required for commercial applications. Refer to the Carpet and Rug Institute's publication Carpet Maintenance Guidelines for Commercial Applications to obtain recommended flooring maintenance guidelines. Vacuum cleaners should be pushed slowly, utilizing a minimum of four back and forth passes in each direction. Change vacuum bags and filters frequently and keep your vacuum in good operating condition.

### **Clean Periodically**

Not only will periodic cleaning help prolong the life of your carpet and promote a healthy environment, it is also a mandatory requirement to maintain your warranty protection. Your carpet's appearance during its life cycle will depend on several factors, including color, pattern, fiber, pile density, traffic and maintenance. Residential carpet must be cleaned by a certified carpet care professional that utilizes SOA products and equipment at least every twelve (12) to twenty four (24) months. Carpet used in commercial environments requires more frequent cleaning, this can include more than one (1) cleaning within twelve (12) months, based on traffic and soiling conditions. Your carpet must be cleaned using the hot-water extraction method and you are required to retain your receipts for proof of this service. Beaulieu recommends your carpet be treated with a fluorochemical stain resistant treatment after each cleaning to maintain the full benefits these treatments provide. For information and assistance in locating a certified Seal of Approval Service Provider, contact the Carpet and Rug Institute (CRI) at [www.carpet-rug.org](http://www.carpet-rug.org), or contact our Technical Services department at 800-944-2840. SOA Cleaning Companies are required.

Blot up spills immediately. No carpet is stain proof; however, prompt attention to spots and spills using the easy procedures outlined here will help protect your carpet from stains.

## STAIN REMOVAL GUIDE : WATER SOLUBLE STAINS

Beer	Cranberry Juice	Milk	Tomato Juice
Blood	Feces	Mouthwash	Urine
Candy	Food Stains	Mustard	Vinegar
Catsup	Latex Paint	Rust	Vomit
Clay	Fruit Punch/Juice	Soft Drinks	Wine
Coffee	Jelly	Soil Spots	Water
Cola	Kool Aid	Syrup	Watercolors
Cologne	Liquor	Tea	Whiskey

These above listed spots and spills usually consist of surface litter, dry dust, grit and various soils and non-greasy food stains that can adhere to the fibers, making their removal by vacuuming alone difficult. They can also spread with foot traffic if not cleaned as soon as possible. Always blot the area to be cleaned. If the stain persists, refer to the appropriate cleaning method outlined in the stain removal guide.

NOTE: Watercolor stains should be cleaned by using Isopropyl Alcohol.

For water soluble stains, start with Step A. If stain remains, proceed with Step B. (Steps A and B are specified later in this brochure.) If stain continues to remain after you complete Step A and B, your carpet must be professionally cleaned. To find a certified Seal of Approval Service Provider contact the Carpet and Rug Institute (CRI) at [www.carpet-rug-org](http://www.carpet-rug-org) or contact our Technical Services Department at 800-944-2840.

## OIL BASED STAINS

Acne Medication	Crayon	Gum*	Oil
Asphalt*	Felt Marker	Hand Cream	Oil Based Paint
Asphalt Sealer	Furniture Dye	Ice Cream	Ointment
Baby Formula	Furniture Polish	Iodine	Salad Dressing
Butter	(oil based)	Ink	Shoe Polish
Chocolate	Glue*	Margarine	Tar*
Chocolate Milk	Graphite	Mayonnaise	Varnish
Cooking oil	Gravy	Medicines	Wax*
Cosmetics	Grease (black)	Nail Polish	

Oil based stains can be more difficult to remove. For these stains, use a commercially available volatile solvent spotter or citrus solvent. **WARNING:** Never apply solvents directly to your carpet! Solvent spotters should be applied to a white, terry cloth towel only to be used for blotting. When using solvents be sure to allow for adequate ventilation. If the stain remains, proceed with the Step A cleaning method.

## CLEANING METHODS

### STEPS A AND B

It is important that you **ACT QUICKLY!** Refer to this guide for a list of solutions and specific procedures by stain type. Stains that are more difficult may require multiple cleanings. (When more than one-step is recommended, proceed to the second solution only if after two applications of the first method, the stain is not removed.)

## **Step A**

1. Remove loose dirt and dry blot excess stain or liquid using a clean white terry cloth towel.
2. Dampen with lukewarm water and blot with a terry cloth towel.
3. Repeat until no stain is evident on towel.
4. If stain persists, use 1/2 teaspoon liquid hand/dish detergent containing no lanolin or bleach mixed with 1 pint of water and blot into the stain using a clean terry cloth towel. Blot excess, dampen with clear lukewarm water to remove detergent and blot dry.
- 5\*. If stain persists, add water again, fold a clean dry terry cloth at least 1/2" thick and place over stain and apply a weight on the towel. Check toweling every five minutes or until the terry cloth is stain free. This procedure may need to be repeated with deep stains.
6. Gently brush up pile by hand and allow it to dry before walking on carpet.

\*If stain persists, blot with 3% hydrogen peroxide, but always pretest in an inconspicuous area of carpet with the hydrogen peroxide before attempting to clean the stain. If stain persists, you must have your carpet professionally cleaned. To find a Certified Seal of Approval Service Provider, contact the Carpet and Rug Institute (CRI) at [www.carpet-rug.org](http://www.carpet-rug.org) or contact our Technical Services Dept. at ph. 1-800-944-2840.

NOTE: Do not attempt to clean acne medication, cosmetics, or hand cream stains using hydrogen peroxide.

## **Step B**

1. Vacuum particles, \*soften solid stains with alcohol, citrus solvent or a volatile dry cleaning solvent, and blot immediately.
2. If stain persists, follow guidelines 4-6 of Step A.
3. Gently brush up pile by hand and allow it to dry before walking on carpet.

### **- CAUTIONS -**

1. Many spot removal solutions leave residue in carpet that can attract soil. A mist-type sprayer is recommended to prevent over wetting. Thoroughly rinse the spot cleaned area with lukewarm tap water. Repeat rinses may be necessary to completely remove residue.
2. Be careful not to saturate the carpet to the backing, carpet padding or sub-flooring.
3. Never use any of the solutions in concentrations stronger than those recommended. Always follow all warnings and precautions listed on containers.
4. Spot clean starting from the outside of the stain and work towards the center.
5. If solvent is required use sparingly and never apply it directly to the carpet.

## **SPECIAL BLISS ULTIMATE HOME AND BLISS REAL LIFE, STAIN REMOVAL GUIDE**

**BLISS ULTIMATE HOME AND BLISS REAL LIFE CARPETS ARE WARRANTED AGAINST ALL HOUSEHOLD STAINS. THE SOLUTIONS AND PROCEDURES IN**

**THIS SECTION ARE TO BE USED ONLY ON GENUINE BLISS ULTIMATE HOME AND REAL LIFE CARPETS. THEY COULD DAMAGE CARPETS THAT ARE NOT GENUINE BLISS ULTIMATE HOME OR BLISS REAL LIFE. Check with your retailer to verify if your carpet is a Bliss Ultimate Home and Bliss Real Life Carpet.**

After following the previously listed cleaning procedures if you fail to remove the spots or stains from your Bliss Ultimate Home and Bliss Real Life carpet, you may use a 50/50 solution of bleach and water without causing any damage. Bliss Ultimate Home and Bliss Real Life carpets are made from solution-dyed nylon. Cleaning procedures for solution dyed nylon are dramatically different from carpets made using regular nylon because you are able to use the 50/50 bleach and water solution to clean.

**- WARNING -**

You cannot use this method on other types of carpet fiber! The use of bleach on carpet other than Bliss Ultimate Home or Real Life will destroy carpet color and void your warranty. If you use the recommended 50/50 bleach and water spot cleaning method to spot clean your Bliss Ultimate Home or Real Life carpet you MUST follow up your spotting with a thorough warm water blot rinse and allow ample drying time to prevent track off of cleaning residues onto less color-fast materials. Solution-dyed nylon fibers are currently being utilized in our Bliss Ultimate Home or Real Life carpets. Other fibers could be incorporated into the program in the future. Be sure that you know the fiber content of the Bliss Ultimate Home or Real Life carpet you have purchased before you begin with the 50/50 bleach and water cleaning procedure.

**Soiling**

Soiling is unquestionably the biggest threat to the long-term appearance of a carpet. Because many soils are abrasive and can abrade carpet fibers, the key to properly maintaining carpet is to remove soils before they can damage carpet fibers. This begins with proper and effective vacuuming, and, because today's carpet fibers are designed to provide soil hiding properties, this need cannot be over-emphasized. Because vacuuming alone cannot remove deeply embedded soils, or remove oily soils, having your Bliss carpet cleaned by hot water-extraction, using SOA certified carpet care products and equipment will prolong the beauty, warmth, and look of luxury of your Bliss carpet, as well as to help insure that you will enjoy many years of carpet use.

**BLISS Warranties**

**General**

Your warranty coverage begins on the date of original carpet purchase. Each warranty applies only to the original purchaser. These warranties are transferable during their duration, provided the carpet was properly installed and has been properly maintained. Your carpet must be inspected for dye lot, style, color, size, quality and shipping damage prior to cutting, altering or installing. This brochure contains details of all the warranty features of Bliss by Beaulieu carpets. However, not all warranties listed in this brochure apply to

every carpet. The specific warranties applicable to the carpet you purchased are designated on your dealer's samples. In order to obtain any other warranty information, obligation or service, please contact our Technical Services Department at 800-944-2840. To file a claim please see section "In the Event of A Claim".

### **Consumer's Obligations for Warranty Protection**

- Maintain proof of purchase in the form of a bill, invoice, or statement from your dealer showing the Bliss® style name, style number and price you paid. Price does not need to include carpet padding and labor.
- In the absence of more specific manufacturer's product installation requirements, your carpet must be installed by a certified installer and in accordance with the procedures published by the Carpet and Rug Institute: Standard for Installation Specification of Commercial Carpet, CRI 104 and/or Standard for Installation of Residential Carpet, CRI 105. Commercial carpet installed using the tackless method requires the use of carpet padding with a maximum thickness of 3/8" and a minimum weight density of 12 lbs. per cubic foot. Residential carpet installed using the tackless method requires the use of carpet padding with a maximum thickness of 1/2" and a minimum weight density of 6 lbs. per cubic foot. Commercial carpet installed by the direct glue down method requires specific adhesives, CRI Green Label Approved adhesives are recommended. For optimum odor protection, Beaulieu® recommends the use of carpet padding constructed with a moisture barrier.
- Review with your authorized Bliss® dealer the applicable warranties for the Bliss® carpet you have purchased prior to installation to insure that the carpet you selected is suitable for the intended use and the warranties offered meet your warranty needs.
- To maintain coverage under our warranties you must follow the recommended steps for required maintenance of your carpet and use the correct procedures for proper stain removal. Carpet must also be cleaned by a certified carpet care professional at least every twelve (12) to twenty-four (24) months using SOA approved carpet care products. You are required to retain your receipts for proof of this service. Carpet used in commercial environments requires more frequent cleaning. The use of a commercial pile lifter vacuum may be required for adequate soil removal between cleanings.

### **Lifetime Stain Resistance Warranty**

Bliss By Beaulieu™ warrants that your carpet will exhibit improved stain resistant properties against household food and beverage substances for its duration of use when compared to the same untreated carpet fiber. In the event that your carpet experiences stains that cannot be removed using the spot removal procedures outlined in The Bliss Warranty & Carpet Care Guide, you will be responsible to contact a trained and certified carpet cleaning technician, and pay to have your carpet cleaned using SOA approved hot-water extraction cleaning equipment, spot cleaners, pre-sprays and in-tank solutions as needed. This warranty does not cover soiling, or damage resulting from improper cleaning methods or agents. If this cleaning does not

remove your stains, you must provide Bliss By Beaulieu with a copy of your carpet cleaning invoice as proof of service. In the event of a claim, Beaulieu reserves the sole discretionary right to further inspect and test your carpet, attempt reasonable repairs, replace only the stained portion of your carpet with carpet of the same or similar quality, or refund a portion of the original purchase price, based on the following usage fee assessment: In the event of refund, Bliss By Beaulieu will pay 100% of the original invoice cost for claims submitted in writing to the mill within five (5) years of the date of installation of your carpet. Henceforth, Bliss By Beaulieu will pay 50% of the original invoice cost for claims submitted between six (6) and ten (10) years after the date of installation, for 25% of the original invoice cost for claims submitted between eleven (11) and fifteen (15) years after the date of installation, and for 10% of the original invoice cost for claims submitted anytime after fifteen (15) years from the date of installation. Cost associated with on-site preparation, other materials, installation, removal and disposal are excluded from this warranty. \*Any attempt at using household bleach as a carpet cleaning agent for any carpet other than Bliss Ultimate Home or Real Life PermaSoft Plus Solution Dyed Nylon will void the carpet's warranty. Only CRI Seal of Approval carpet care products are acceptable.

No carpet is completely stain proof. While carpets bearing this warranty offer improved stain resistance, some staining may still occur, particularly over time and in high traffic areas. Bliss by Beaulieu reserves the right to exclude said conditions from this warranty. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **Residential Texture Retention Warranty**

Beaulieu warrants that your carpet will not exhibit abnormal texture loss resulting from normal foot traffic that cannot be restored with proper maintenance for the warranty period specified on the product sample. When properly specified, installed and maintained, 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 characteristic of all carpet and is not covered under this warranty. Texture retention is measured using the standardized rating scale CRI TM 101, which ranges from 5.0, New, or No Change, to 1.0, Severe Change. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **Residential Stain Warranty**

Bliss By Beaulieu™ warrants that your Bliss carpet will offer improved stain resistant properties compared to untreated carpet under normal use for the warranty period specified on the product sample. This warranty applies to common household food and beverages only. Excluded from this warranty are food and beverage substances

that contain strongly colored natural dyes, which include, but not limited to hot coffee, herbal tea, mustard, and any other substance that change or destroy dyes. Removal of certain stains may require repeated cleanings, and may require professional cleaning. This is your obligation to maintain warranty coverage. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **Residential Durability Warranty**

Bliss By Beaulieu™ warrants that the pile yarn in any area of your Bliss carpet (excluding stairs) will not show signs of abrasive wear during the warranty period specified on the product sample. Abrasive wear is defined as a countable loss of pile fiber 10% or greater resulting from normal foot traffic and is determined by pile weight comparison of the trafficked areas of your carpet to non-trafficked areas. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **Permashield® Stain Protection Warranty**

Bliss By Beaulieu™ warrants that your Bliss carpet will offer improved stain resistant properties compared to untreated carpet under normal use for the warranty period specified on the product sample. This warranty applies to common household food and beverages only. Excluded from this warranty are food and beverage substances that contain strongly colored natural dyes, which include, but not limited to hot coffee, herbal tea, mustard, and any other substance that change or destroy dyes. Removal of certain stains may require repeated cleanings, and may require professional cleaning. This is your obligation to maintain warranty coverage. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **Residential Soil Warranty**

Bliss By Beaulieu™ warrants that your Bliss carpet will not show a noticeable change in color resulting from dry soil accumulation that cannot be removed by recommended maintenance procedures listed in our Bliss Warranty and Carpet Care Guidelines. Over time, any carpet can appear to change color due to dry soil accumulation. Noticeable color change is defined as a change less than a rating of three (3) using the AATCC Evaluation Procedure 1, Grey Scale for Color Change standardized rating scale. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **Fade Resistance Warranty**

Bliss By Beaulieu™ warrants that your Bliss carpet will not fade from sunlight, resulting in a noticeable color change more than one unit on the AATCC Grey Scale under normal use for the warranty period specified on the product sample. Areas that are subject to sunlight exposure at least 50% of the time must utilize protection (i.e., window treatments such as, but not limited to, curtains, blinds, shades, shutters,

etc.) to minimize direct sunlight exposure, especially in Sun Belt Regions. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **LuxuryBac® 10 Year Limited Residential No Wrinkle Warranty**

Bliss By Beaulieu™ warrants that your Bliss LuxuryBac® carpet will remain free of wrinkles and buckles under normal indoor use for a period of ten (10) years. LuxuryBac® carpet must be installed following the Carpet and Rug Institute's Residential Installation Standard CRI-105. (Consult your Bliss® dealer for details or the Carpet and Rug Institute website at [www.carpet-rug.com](http://www.carpet-rug.com)). If your LuxuryBac® carpet buckles and wrinkles after proper installation Beaulieu® will pay reasonable labor costs for re-stretching the affected area(s). If Beaulieu® determines these conditions cannot be corrected and your carpet cannot be restored to a wrinkle-free condition, Beaulieu® will issue a credit to the dealer equal to the original purchase price for the affected room(s) only, which must be used towards the replacement cost of new Bliss® carpet of the same or similar quality. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **Twenty Year Limited Residential Anti-Static Warranty**

Bliss By Beaulieu™ warrants that your Bliss carpet will not generate static greater than 5.0 kilovolts when tested using AATCC Test Method 134-91. Most people will not be affected by static discharge at this low level. Soil-abraded fibers can adversely affect the static properties of a carpet. Static discharge is more commonly encountered during cooler months when indoor humidity is low. Static control may require the use of a humidifier to maintain relative humidity to a more comfortable level. Beaulieu® recommends your Bliss carpet be treated with a fluorochemical stain resistant treatment after cleaning to maintain the full benefit of static resistance your carpet provides. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure.

### **Twenty Year Limited Residential Quality Assurance Warranty**

We are very confident about the quality and workmanship of your new Bliss carpet. This confidence comes from the use of the finest materials and highest quality standards. This allows us to extend to you our Twenty (20) Year Limited Residential Quality Assurance Warranty against defects in the quality and workmanship of your carpet, commencing on the date of original carpet purchase. For more information refer to sections Consumer Obligations, Limitations, Exclusions, and the carpet care guidelines found elsewhere in this brochure

Note: Poorly installed and mistreated carpet can mistakenly be perceived as carpet of questionable quality. Please refer to Consumer's Obligations for Warranty Protection.

## **Silver Release™**

Silver Release™ helps Bliss carpets stay naturally fresh and inhibits the growth of bacteria, mold and mildew using silver and copper ions. Proven effective against a broad spectrum of mold, mildew, and bacteria. Based on testing it won't wear or wash off for the life of your carpet. Built into the fiber or "DNA" of the carpet, resulting in long lasting antimicrobial protection. Naturally beneficial silver and copper ions are – elements found in nature.

## **Magic Fresh®**

Magic Fresh® is an exclusive self-renewing odor-destroying carpet treatment specially formulated to keep your home smelling fresh. Magic Fresh® destroys common household odors, pet odors, even cigarette smoke and is environmentally friendly. Magic Fresh® withstands repeated cleanings and protects your flooring investment. For optimum odor protection, we recommend installing a carpet pad with a moisture barrier.

## **Bliss By Beaulieu 30, 45, 60 & 90 Day Limited "No Questions Asked" Warranty**

We are very confident about the quality and workmanship of our excellent line of Bliss carpets. This confidence comes from our use of the finest materials, our outstanding workmanship, and our commitment to the highest quality control standards in our trade. Because of this confidence and our commitment to obtaining your total satisfaction, we extend this same confidence to you when you purchase Beaulieu Bliss carpet by providing you with our Beaulieu Bliss "No Questions Asked" Warranty. If, within 30, 45, 60 or 90 days from the date of installation based on the specific product as specified on the product label, you are dissatisfied with your Bliss carpet for any reason other than improper 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 carpet cost to you; "no questions asked". This warranty does not include costs associated with on-site preparation, installation, cost associated with installation sundries, removing and disposing of existing carpet, extra handling or the removal and re-installation of existing fixtures and furnishings. This warranty applies only to the original carpet installed in an owner-occupied residence (only one replacement permitted). For more information regarding your warranty rights, refer to sections Limited Warranties and Warranty Exclusions located elsewhere in this brochure.

To invoke this warranty the dealer is required to provide Beaulieu with the replacement carpet invoice number confirming the purchase of a different style and color of Beaulieu carpet. If the original Bliss carpet was not installed it must be returned to Beaulieu.

## **Limited Warranties**

This brochure contains details of all the warranty features of Bliss by Beaulieu's line of residential and commercial carpets sold through its Residential Division and dealers. Each warranty applies only to the original purchaser; such warranty is also transferable during the duration of the warranty, provided the carpet was properly installed

and has been properly maintained. Bliss® reserves the right to inspect and/or test your carpet in the event of a claim. Unless specifically indicated otherwise, these warranties do not cover any costs associated with the replacement of existing carpet or the installation of replacement carpet. If Beaulieu determines that replacement carpet is necessary and the identical carpet is not available, Beaulieu® will, at its sole discretion, provide a carpet of comparable quality, color, and value, or refund a portion of the original purchase price to be used towards the purchase of a new Bliss by Beaulieu® carpet. Under terms of these warranties, costs associated with replacement carpet and refunds are subject to usage charges based on the original purchase price, and will be reduced by an amount equal to the usage charge as calculated in the usage guide. All Bliss carpets are warranted for a period of one (1) year from the date of original purchase against defects and workmanship unless otherwise stated on the sample. All implied warranties of merchantability and fitness for a particular use shall have no greater duration than the period for the express written warranty applicable to your carpet. 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. These warranties give you specific legal rights and you may have other legal rights, which vary from state to state. There are no express or implied warranties that extend to sales outside the United States.

### **In the Event of a Claim**

Claims must be submitted in writing by the Bliss dealer to Bliss® within a reasonable time after discovery of a defect, a Bliss claim form must be used, and this document must identify Bliss by Beaulieu's® invoice number, date, carpet style, carpet color, roll number, yardage, description of alleged defect, and the exact location of the carpet. Unless otherwise specified in the Bliss® warranty, any cost associated with claims authorized by Bliss® does not include labor. Labor costs include, but are not limited to on-site preparation, removing and disposing of existing carpet, extra handling, required sundries, and those costs resulting from the removal and re-installation of fixtures and furnishings. Credit for existing carpet must be used toward the purchase of Bliss carpet. All Bliss® warranties cover only carpet that has been properly installed and maintained. Beaulieu® is not responsible for any product failure if recommended installation and maintenance procedures are not followed (see Consumer's Obligations for Warranty Protection). If your claim pertains to a maintenance concern, a copy of your carpet cleaning invoice must be submitted to Beaulieu® within thirty (30) days from the date of service.

### **Warranty Exclusions**

These warranties exclude carpet that has been cut, altered, or installed with visible defects. Visible defects pertain to any defects that could or should have been seen prior to installation. Also excluded is installed carpet that is the wrong style, color, or width than what was ordered. Unless otherwise stated elsewhere in this brochure, these warranties exclude carpet sold as seconds or "as is", carpet installed on stairs,

wear or damage resulting from tears, cuts, snags, pulls, furniture indentations, pets, burns, pilling, shedding, crushing, matting, shading, pooling, watermarking, improper specification, installation, improper maintenance, abnormal use, abuse, water damage caused by plumbing, storms and flood, smoke, fire, damage caused by athletic equipment and chairs with roller casters, damage resulting from sliding heavy furniture, soiling, stains caused by acne medications, bleaches, insecticides, perfume, cosmetics, plant foods, paints, drain cleaners, caustic chemicals, vomit, feces and urine, strongly colored natural dyes, hot coffee, herbal tea and mustard. Also excluded is carpet installed in kitchens, bathrooms and laundry rooms, carpet installed in boats, recreational vehicles, motor homes, time share dwellings, common areas of multi-family dwellings, and areas other than owner-occupied residences excluding Bliss commercial carpet installed in commercial environments. Check with the Bliss salesman or Technical Services at 800-944-2840 for proper product specifications. Costs associated with on-site preparation, installation, sundries, extra handling, removal and disposal of existing carpet are not covered by the Beaulieu®, Bliss warranties. To expedite service, please complete the information section above, at the time of purchase, and keep this information on file for future reference.

## USAGE GUIDE

Replacement In Years	5 Year Warranty	7 Year Warranty	10 Year Warranty	15 Year Warranty	20 Year Warranty
1	0	0	0	0	0
2	20%	15%	10%	7%	5%
3	40%	30%	20%	13%	10%
4	60%	45%	30%	20%	15%
5	80%	60%	40%	27%	20%
6	N/A	80%	50%	33%	25%
7	N/A	90%	60%	40%	30%
8	N/A	N/A	70%	47%	35%
9	N/A	N/A	80%	53%	40%
10	N/A	N/A	90%	60%	45%
11	N/A	N/A	N/A	67%	50%
12	N/A	N/A	N/A	73%	55%
13	N/A	N/A	N/A	80%	60%
14	N/A	N/A	N/A	87%	65%
15	N/A	N/A	N/A	93%	70%
16	N/A	N/A	N/A	N/A	75%
17	N/A	N/A	N/A	N/A	80%
18	N/A	N/A	N/A	N/A	85%
19	N/A	N/A	N/A	N/A	90%
20	N/A	N/A	N/A	N/A	95%

## PURCHASE & INSTALLATION INFORMATION

STORE NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

CARPET STYLE NAME \_\_\_\_\_ COLOR NAME \_\_\_\_\_

DATE INSTALLED \_\_\_\_\_ AMOUNT PURCHASED \_\_\_\_\_

COST PLUS LABOR (EXCLUDING PAD) \_\_\_\_\_

AREA OF INSTALLATION \_\_\_\_\_

## WARRANTY SERVICE

For warranty service, contact:

Bliss Warranty Service Department  
P.O. Box 1248  
Dalton, GA 30722-1248

To expedite service, please complete the information section above, at the time of purchase, and keep this information handy for future reference.

Disclaimer: \*"Bliss by Beaulieu Healthy Home" is a trademark of Beaulieu Group, LLC and is not related in any way to the antimicrobial feature of the carpet. Such antimicrobial characteristics are built into the carpet to protect the carpet only from odor causing bacteria, mold, and mildew. THE ANTIMICROBIAL CHARACTERISTICS DO NOT EXTEND TO PEOPLE OR ANIMALS AND IN NO WAY AFFECT OR IMPROVE THE HEALTH OF PEOPLE OR ANIMALS.



[www.BlissFlooring.com](http://www.BlissFlooring.com)

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*The nicest carpet in the world.™*