

# Kraus Carpet Tile Warranty

Rev. 10/9/24

Kraus Flooring (Kraus) warrants its Kraus brand carpet products to the original end-use customer as stated below for a period of 15 years from the date of invoice on Nylon Fiber Products, and 10 Years from the date of invoice on Polyester and Polyolefin Fiber Products. Kraus brand carpet products are warranted against manufacturing defects resulting in excessive surface wear, edge ravel, backing separation, shrinking, stretching, cupping, and doming.

Excessive surface wear means loss of more than 10% by weight of face fiber, assuming proper installation and maintenance strictly in accordance with Kraus’ Carpet Tile Installation Instructions and Carpet Tile Maintenance Guidelines, both of which can be found on Kraus website.

Products constructed of 100% solution dyed yarns are warranted against excessive color loss due to normal exposure to indoor light. All installations must be completed strictly in accordance with Kraus’ Carpet Tile Installation Instructions. In all installations, there must be no visible moisture on the surface of the concrete slab. Archived written and photographic evidence of moisture and alkalinity test results must be maintained by original end-use customer.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, improper installation, improper maintenance, flood, use on stairs, or use with athletic equipment, or installations over substrates where hydrostatic pressure or groundwater intrusion exists. Moisture and pH testing at the installation site are not the responsibility of Kraus, and issues related to or arising from excessive moisture and/or pH are specifically excluded from this warranty except as expressly set forth herein and in Kraus’ installation instructions. This warranty does not cover any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques or conditions.

If a product fails to perform as warranted, Kraus will correct the problem in the affected area either by repair or (at Kraus’ option) replacement with comparable products(s) at no charge to the customer (the customer must provide reasonable cooperation to facilitate Kraus’ repair or replacement in the affected area). Warranty claims must be made in writing to Kraus within a reasonable time from the discovery of the claimed warranted defect, but in any event they must be received no more than 90 days from the time the claimed defect was discovered. Warranty claims must be addressed to: Claims Department, Kraus Flooring 2743 Hwy 76, Chatsworth, Georgia 30705. Warranty claims must include contemporaneous documentation that all warranty conditions were and continue to be met. This warranty will be void if its terms are not followed. No person other than an officer of Kraus may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

### Proration of Warranty

If all warranty conditions have been met, Kraus will compensate the owner pro rata for the original cost of the carpet for the directly affected area and a reasonable installation allowance (prorated when applicable). Any charges for carpet disposal, moving furniture, equipment, etc. are the responsibility of the owner.

The following proration schedule applies to all Kraus Carpet Tile Products:

10 Year Warranty				
1 <sup>st</sup> Year 100%	2 <sup>nd</sup> Year 90%	3 <sup>rd</sup> Year 80%	4 <sup>th</sup> Year 70%	5 <sup>th</sup> Year 60%
6 <sup>th</sup> Year 50%	7 <sup>th</sup> Year 40%	8 <sup>th</sup> Year 30%	9 <sup>th</sup> Year 20%	10 <sup>th</sup> Year 10%

THE WARRANTY, REMEDY AND LIMITS OF LIABILITY CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, REMEDIES AND LIABILITIES, WHETHER EXPRESS OR IMPLIED. KRAUS MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES THAT MAY ARISE BY OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF ITS PRODUCTS FOR ANY PARTICULAR PURPOSES. NOTE THAT SOME JURISDICTIONS DO NOT PERMIT DISCLAIMERS OF SOME IMPLIED WARRANTIES, SO YOUR RIGHTS MAY BE DIFFERENT THAN STATED HEREIN. INTERFACE WILL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES IN ANY CASE.