

CROSSLEY 20 YEAR WEAR WARRANTY

This carpet is warranted for 20 years, to the original owner, to withstand normal abrasive wear of not more than 10% loss of face fibre resulting from normal traffic, including halls and stairs. This warranty applies only to first quality carpet sold by an authorized dealer, professionally installed and properly maintained. It does not cover commercial installation or damage caused by accident. Pooling and shading do not constitute wear. If the carpet fails to perform as warranted, it will be replaced or repaired. Claims will be honoured after examination by a company authorized inspector. Proof of purchase must accompany all claims. This warranty gives you specific legal rights which may vary from province to province.

CROSSLEY 20 YEAR LIMITED WARRANTY AGAINST MATTING AND CRUSHING

Crossley Carpet warrants to the original owner for 20 years that this carpet will retain its appearance, and not show excessive matting and crushing due to normal foot traffic, when used in a proper indoor residential installation including halls and stairs. For the purpose of this warranty, matting and crushing is defined as yarn tufts losing their twist and the carpets appearance cannot be restored. Note that the texture of any carpet will change to some degree in heavy traffic areas. Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture including impressions left by legs of furniture is not covered by this warranty. Proper installation requires use of a Richmond approved carpet cushion. Consult your dealer for details. This manufacturer's liability under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of carpet only

CROSSLEY 20 YEAR STAIN WARRANTY

For a full 20 years after installation Crossley warrants to the original owner that the surface pile of Crossley carpet will resist stains by most common foods and beverages, except as noted below.

1. No carpet is fully stain proof. This warranty excludes stains from a) non-food and non-beverage substances; b) such foods and beverages that contain strongly coloured natural disperse dyes as found, for example, inn mustard and herbal tea; c) very hot beverages, such as coffee, tea or soup; d) vomit; e) substances which alter or destroy colour such as bleaches, acne-medication, drain cleaner, plant food and iodine; f) stains which may occur in high traffic areas such as stairs and hallways.
2. This warranty excludes soiling
3. Prior to any repair, replacement or reimbursement by Crossley under this warranty the consumer must provide written proof of at least one carpet cleaning by a qualified professional carpet cleaner who has followed Crossley's recommended cleaning procedure for stain resistant carpet, and a statement signed by the consumer that the professional carpet cleaner was unable to remove the warranted stain using the proper cleaning method.
4. Topical treatments (including many fungicides, bactericides, biocides and antistates, etc.) may adversely affect the stain resistance and/or other benefits of Crossley Stain Resistant Carpet. This warranty excludes any claim or liability for effects or damages to Crossley carpet caused by such topical treatments. However, topical soil-resistant Fluorochemicals which do not adversely affect the carpet are acceptable and recommended after professional cleaning.
5. Any repair, replacement or reimbursement under the warranty must be authorized in advance by Crossley and is limited to the affected area of the carpet.
6. In the event that repair can not be reasonably made by Crossley, the consumer may choose the option of replacement or reimbursement of the affected area under the following guidelines.

Replacement – Crossley will pay only for removal of the original carpet and the price of replacement carpet. If the identical carpet is not available, Crossley will provide a carpet of comparable quality and colour. Any other costs including, but not limited to, installation Labour, furniture moving or padding are the responsibility of the consumer.
Reimbursement – Crossley will pay for removal of original carpet from the consumer's residence and will reimburse the consumer according to the following table:

CLAIM REPORTED TO CROSSLEY DURING	% OF COST TO BE REIMBURSED TO CONSUMER (materials only)
1 st year of installation	100%
2 nd year of installation	95%
3 rd year of installation	90%
4 th year of installation	85%
5 th year of installation	80%
6 th year of installation	75%
7 th year of installation	70%
8 th year of installation	65%
9 th year of installation	60%
10 th year of installation	55%
11 th year of installation	50%
12 th year of installation	45%
13 th year of installation	40%
14 th year of installation	35%

15 th year of installation	30%
16 th year of installation	25%
17 th year of installation	20%
18 th year of installation	15%
19 th year of installation	10%
20 th year of installation	5%

Cost is defined as the purchase price (plus applicable taxes) of the original carpet actually paid to the dealer by the consumer of the Crossley carpet. Original installation costs, padding, finance charges, delivery charges, cleaning or maintenance costs or other expenses of any variety are specifically excluded.

7. Any implied warranty of merchantability or fitness for particular purpose on the carpet is limited in duration to 20 years after installation of the carpet.