

The warranties do not cover installed visual defects. Once the carpet is installed, no warranty coverage will be provided for defects in the carpet which are clearly visible and should have been discovered prior to installation.

The warranties do not cover improper cleaning and maintenance or inadequate care. All of the warranties are conditional and require routine cleaning and maintenance with hot water extractions by a carpet care professional at a minimum of every 18 months. Likewise, improper installation and damage from improper installation is not covered by the warranties.

Gulistan recommends a new pad with a minimum thickness of 7/16 inch for optimum performance. Warranties are voided if you fail to follow recommended carpet care and routine maintenance of the product or recommended installations guidelines.

Odors, padding failures, outdoor installations, carpet installed with a present moisture problem are not covered in the warranties.

Shading (also called watermarking, pooling) is not a carpet defect and is present to some degree on most all cut pile carpets. There is no known cause for this phenomenon and this effect is not covered under any of the warranties.

The Gulistan warranties are offered exclusively to the original homeowner. The warranties are not transferable.

CHECKLIST

- ✓ Only install your carpet in appropriate areas of your home.
- ✓ Use a professional carpet installer for best results.
- ✓ Use a quality carpet pad of the correct thickness.
- ✓ Always have clean walk-off mats at all entrances to capture outside soil before it's tracked inside.
- ✓ Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner or a cleaner listed on our website.
- ✓ Have your carpet professionally cleaned using hot water extraction every 12-18 months to remove soil and residues and prolong the life of your carpet.
- ✓ Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- ✓ Have professionals remove stains caused by markers.
- ✓ Only use Carpet and Rug Institute Seal of Approval spot cleaners.
- ✓ See "Spot Cleaning Guide" for more tips or visit www.carpet-rug.com.

GULISTAN LIMITED LIABILITY

If you have complied with the Homeowners Installation and Maintenance Obligations spelled out in this brochure, Gulistan will have as its entire liability and exclusive remedy the warranty liability described in this section. Gulistan's liability under this limited warranty shall be limited to the actual cost of repair or replacement (of carpet) of only the affected area of carpet extending to the closest wall, doorway, or entrance.

Gulistan reserves the right to correct any defect prior to carpet being removed, replaced or any settlement being offered. Upon validation of the claim and that the carpet cannot be restored by repair, Gulistan will arrange credit to your retailer equal to a percentage of the cost of the carpet only. Credit will be issued based on the length of time the carpet has been in use and according to the proration schedule set out below for the identical (or if identical carpet is not available, comparable) carpet of equal value. The credit will be good only toward the purchase of new Gulistan carpet. There will be no cash payment.

Gulistan will not be liable for or will not pay consequential, incidental, or special damages of any kind whatsoever under this warranty. Some states do not permit exclusions or limitation of incidental or consequential damages, so the exclusion of limitation may not apply to you.

PRORATION SCHEDULE

If your carpet does not perform to the warranty, we will offer credit for the remainder of the carpet material in accordance with the following schedule:

<u>Proration Year</u>	<u>Lifetime Stain, Fade, Soil and Pet Stains after 7 years</u>
Year 1 100% Carpet	Year 14 50% Carpet
Year 2 100% Carpet	Year 15 40% Carpet
Year 3 100% Carpet	Year 16 30% Carpet
Year 4 100% Carpet	Year 17 25% Carpet
Year 5 100% Carpet	Year 18 20% Carpet
Year 6 100% Carpet	Year 19 15% Carpet
Year 7 100% Carpet	Year 20 10% Carpet
Year 8 90% Carpet	Year 21 10% Carpet
Year 9 90% Carpet	Year 22 10% Carpet
Year 10 90% Carpet	Year 23 10% Carpet
Year 11 80% Carpet	Year 24 10% Carpet
Year 12 70% Carpet	Year 25 10% Carpet
Year 13 60% Carpet	

WARRANTY COVERAGE

Carpet	Yes
Labor (Installation, Removal and Disposal)	No

MADE WITH PRIDE

Our carpets are made in the USA using the latest technology and state-of-the-art manufacturing facilities and processes in the carpet industry. Because of our manufacturing efficiencies and the way we make our solution-dyed fibers, we use considerably less energy and water and produce less greenhouse gases.

OWNERSHIP RECORDS

Installation Date:

Carpet Style #:

Color:

Retailer:

Retailer Phone:

Installer:

Carpet Cleaning Dates:

Notes:

Keep your receipts with this pamphlet or in a safe place. You will need them if you ever need to make a claim.



Care and Warranty Information

800-695-6190

THIS IS GULISTAN FLOORS

You have selected one of the finest carpets manufactured for your home. The carpet has been designed from the best materials that our industry offers. The constructions have been designed to give your home a beautiful floorcovering that will provide years of easy maintenance and lasting service.

Gulistan has collaborated with some of the most recognizable consumer brands; Stainmaster and Scotchgard, to provide you with added security by knowing your home's carpet is backed by the very best companies in the carpet industry.

There are three product families within the Gulistan Collections. All are designed with uniquely, creative colorways and textures at an excellent value. Our brands are:



Gulistan Estate – All the Gulistan Estate carpets are created from our solution dyed polyester featuring Color-Lock technology. Color-Lock fibers have excellent color fastness and fade resistance. Since the color is an integral part of the fiber's molecular structure, the color stays deep in the fiber, through traffic exposure and cleanings. Sunny exposures and wet, winter soil tracked in do not affect the vibrancy of the color. All the Gulistan Estate carpets have the Scotchgard Soil Release technology, a 3M product. Gulistan Estate carpets are warrantied directly by Gulistan Floorcoverings, LLC. Terms and conditions are addressed in this brochure.



Stainmaster Pet Protect – All the Stainmaster Pet Protect carpets are created from the Stainmaster Superia SD, a type 6.6 nylon that is solution dyed for extreme colorfastness. Stainmaster Pet Protect carpets are designed so that they can be easily cleaned. If it comes out of your pet, it is guaranteed to come out of the carpet, or it will be replaced.



Stainmaster Active Family – These are Stainmaster Carpets that are built using one of the type 6.6 nylon fibers from the Stainmaster family of yarns. These durable carpets are treated with Stainmaster's soil and stain release technologies to protect the active family from a host of household cleaning issues.

All the Stainmaster carpets; Stainmaster Pet Protect and Stainmaster Active Family are covered by Invista under their Stainmaster Carpet Limited Warranties. To review and to file a claim, please go to www.stainmaster.com/carpet/care/warranty or call 800.438.7668.

HOMEOWNER INSTALLATION AND MAINTENANCE OBLIGATIONS

To maintain your warranty coverage, you must do the following:

- You must keep a copy of your original invoice of the purchase of the carpet, including the padding used under the carpet. This should include the retailer's location, sale purchase price of the carpet along with the total amount used in the installation. Also, a copy of all professional cleaning receipts showing the date of service and the rooms cleaned.
- All Gulistan carpets must be correctly installed according to the Carpet and Rug Institutes Installation guidelines. For additional information about the CRI recommendations, please go to <http://www.carpet-rug.org/installation-tips.html>.
- All Gulistan carpets must be installed over an approved pad <http://www.carpet-rug.org/selecting-the-right-cushion.html>.
- All stains and soiled areas must be cleaned promptly. If the problem remains after do-it-yourself cleaning, the carpet must be professionally cleaned (at your expense; these costs will not be reimbursed).
- If the problem persists after professional cleaning, contact Gulistan Customer Service 800. 695.6190 (or Stainmaster Customer Care 800.438.7668) within 30 days of the professional cleaning.
- To qualify for coverage under the Gulistan limited warranties outlined in this brochure, you must have had a hot water extraction cleaning performed by a trained, qualified carpet care professional, at least as frequently as every 18 months since the date of your carpet purchase. Failing to do so will void your warranty coverage.

GULISTAN ESTATES COLOR-LOCK SOLUTION DYED CARPETS – LIMITED WARRANTY DETAILS

Color-Lock Limited Lifetime Fade Resistance Warranty - Gulistan warrants that this carpet will not show a permanent color change due to exposure to sunlight greater than one unit as measured by the AATCC Gray Scale for standard comparison of the extent of color differences for the life of the carpet.

If, within the warranty period, a color change due to atmospheric contaminants should exceed the AATCC Gray Scale criterion, Gulistan will handle the claims as stated in the Gulistan Limited Liability section of this warranty brochure.

Not covered:

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" sections of this brochure

Color-Lock Stain Resistance Limited Lifetime Warranty – Gulistan warrants the surface pile of this carpet will resist stains by most common household foods and beverages for the life of the carpet from the original date of installation. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, your claim will be handled by Scotchgard by 3M. To file a claim, please call 800-433-3296. Claims filed after 10 years of the date of installation will be handled by Gulistan in accordance with the Gulistan Limited Liability section of this warranty brochure.

Not Covered:

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" sections of this brochure, also specifically excluded from this warranty is damage or residual stains caused by non-food and non-beverage substances, that contain strongly colored natural disperse dyes as found, for example, in mustard, coffee, herbal tea, red wine and hot beverages, as well as, substances which destroy or change the color of carpets such as bleaches, acne medication, drain cleaners, plant food, vomit, urine other than pet (domestic dog or cat) urine and feces.

Color-Lock Pet Stain Resistance Limited Warranty – Gulistan warrants that the surface pile of this carpet will resist stains from all domestic pets, including vomit, urine, and feces, for the life of the carpet from the original date of installation. If the above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning for the life of the carpet. (wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in the carpet backing of padding). If permanent staining should occur that cannot be removed using recommended methods by a certified professional, Gulistan will handle such claims as stated in the Limited Liability section of this brochure.

Not Covered:

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" sections of this brochure, also specifically excluded from this warranty is damage or stains caused by any vomit, urine, or feces other than domestic pets (dogs and cats).

Color-Lock Soil Resistance 15 Year Limited Warranty – Gulistan warrants that this carpet will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for the term of this warranty from the original date of installation. "Noticeable color change" is defined as a rating of less than 3 using standardized rating scale (Gray Scale American Association of Textile Chemist and Colorists Evaluation Procedure 1 or equivalent in the US). If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, your claim will be handled by Scotchgard by 3M. To file a claim, please call 800-433-3296. Claims filed after 10 years of the date of installation will be handled by Gulistan in accordance with the Gulistan Limited Liability section of this warranty brochure.

Not Covered:

In addition to the warranty exclusions listed in the "Carpet Warranty and Carpet Characteristic Exclusions" sections of this brochure, also specifically excluded from this warranty is damage or color changes caused by grease, mud, asphalt, tar, paint, ink, rust, blood, cement, urine, feces, vomit; or from materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners, and plant food); or change in appearance or color due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment.

Color-Lock Texture Retention 15 Year Limited Warranty

– Gulistan warrants this carpet will maintain its texture retention, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of 15 years from the original date of installation. "Texture retention" is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening, or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to .0 (severe change), ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If within the warranty period, a texture rating of less than 2.5 occurs under the warranted condition, Gulistan will handle the claim such as stated in the Gulistan Limited Liability section of this brochure.

Not covered:

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" sections of this brochure.

Color-Lock Manufacturing Defect 15 Year Limited Warranty

– Gulistan warrants that this residential carpeting against manufacturing defects for a period of 15 years from the original date of installation. If within the warranted period, this carpet determined to be defective, Gulistan will handle the claim as stated in the Gulistan Limited Liability section of this claim section of this brochure.

Not Covered:

The items listed in the "Carpet Warranty and Carpet Characteristic Exclusions" sections of this brochure.

CARPET WARRANTY AND CARPET CHARACTERISTIC EXCLUSIONS

These warranties specifically exclude any carpet that has been treated after installation with any foreign agents, non-residential installations, abnormal abuse, and carpet exposed to hot substances or other abusive conditions that deteriorate the appearance of the pile fibers. Specifically excluded from this warranty is crushing caused by furniture and damage caused by tears, pulls, burns, wheel traffic, or athletic equipment.

Also excluded is carpet installed in kitchens, bathrooms, laundry rooms, stairs, carpets in commercial facilities, and outdoor areas. These warranties do not cover water damage from plumbing or appliance failure, storms, or flooding.

The Gulistan warranties do not cover stains incurred by or resulting from commercial use (i.e. contracted services, in-home businesses, etc.) or anywhere other than owner occupied residences. Only single family, owner occupied indoor residential installations are warrantied.