

Fortune Contract 10-Year Non-Prorated and 2-Year Manufacturing Defect Warranty

This limited warranty applies only to purchasers of Fortune Contract carpet, for indoor commercial installations. This limited warranty applies only to those products specifically designated by Fortune Contract in writing. Provided the designated carpet has been properly installed and maintained in the specified commercial location in strict accordance with Fortune Contracts **Installation Instructions & Pattern Carpet Guide and CRI-104, “Standard for Installation of Commercial Carpet”**. **The use of Fortune Contract adhesives and seam sealer is required to be in compliance of warranty** and Owner meets its obligations here under Fortune Contract warrants to the designated Owner the following:

10-YEAR NON-PRORATED WEAR WARRANTY

Fortune Contract warrants all of its 100% nylon products against excessive wear for a period of 10 years. By abrasive wear is meant fiber loss of more than 20% of surface pile weight from the carpet through normal abrasion, not crushing or flattening of the carpet pile in any area, nor staining, soiling, fading or change in carpet appearance, nor fiber loss due to abnormal usage of the carpet.

2- YEAR MANUFACTURING DEFECT WARRANTY

Fortune Contract warrants against latent manufacturing defects in workmanship or material for a period of 2 years from the date of installation. The warranty does not include:

1. Disfigurement or damage caused by abnormal use or any damage to the carpet not arising out of defect in the carpet. For example, the warranty does not cover tears, burns, pulls, cuts, installation on stairs or damage resulting from improper cleaning agents or methods, or damage in transit.
2. Improper installation where carpet is cut for access to floor outlets and around trench header ducts.
3. Any areas where ski boots, golf shoes, chair casters, roller-skates, and abuse by athletic equipments, etc., unless specifically warranted.



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4. Differential fading from light exposure, atmospheric/ozone fading of color or color change. Shading, pile crush, bearding/fuzzing, water marking/pooling, dye lot differences and soiling.
5. Any condition that would have been visible upon inspection prior to installation.
6. Any condition resulting from other than ordinary wear, or from any use for which the product was designed.
7. Fortune Contract Recommends that chair pads be utilized under roller casters to preserve appearance, prevent wear, and delamination.

CLAIMS PROCEDURE

Please contact your Fortune Contract representative to complete a claim form. You may be required to provide a copy of the invoice. After receipt of the completed form the Claims Department will contract you. If the problem cannot be resolved by telephone, Fortune Contract will send an independent inspector or Fortune Contract representative.

Whenever possible send a sample of the defect along with your claim form. Fortune Contract reserves the right to inspect any and all claims to evaluate whether a manufacturing defect exists. Before any claim is filed against the Fortune Contract warranty, it must be determined that the end user has complied with all conditions and terms of the particular warranty. No action can be taken on any claim, allowance, and/or settlement without the express approval of the Claims department or an Officer of the Company.