

Shaw Laminate Flooring General Warranty Information

Shaw Laminate flooring offers residential products with 15-year, 20-year, and 25-year warranties for Shaw Laminate products used in dry, interior residential applications.

Understand warranty coverage

For the time period of the particular product category, which begins from the date of original purchase, your Shaw Laminate Floor:

- will not stain
- will not wear through the decorative surface
- will not fade as a result of direct sunlight or artificial light
- will be free of manufacturing defects

How to use warranty service

Notify the authorized Shaw Laminate Flooring dealer from which the original purchase was made, of any defect no later than 30 days after discovering the defect but within the time period of the applicable limited warranty.

How to make a claim

To make a warranty claim, present the following items to your authorized Shaw Laminate Flooring dealer:

- A valid proof of purchase in the form of a sales receipt or other documents
- A detailed description of the problem and or a photograph/sample that clearly shows the problem

What Shaw Industries will do if you need warranty service

In most cases, your dealer will be able to correct the problem, but, if he/she is not able to do so, you should contact Shaw directly at 1-800-441-7429. If Shaw honors a claim under this limited warranty, it will repair or replace, at its option, the affected flooring material. If professionally installed, Shaw will pay the reasonable labor costs to perform the replacement or repair during the first two years from the date of the original purchase. In the event that the color installed is no longer available, Shaw will authorize your

dealer to replace the affected floor with another Shaw product of equal value. The above described remedy is the customer's sole and exclusive remedy for claims under this limited warranty.

<http://www.shawfloors.com/Tips-Trends/Laminate-Warranties>