



CARPET

Manufacturer's Warranty

Product Line	TurnKey	EasyLiving
Fade Resistance	Lifetime	Lifetime
Stain, Pet, & Soil Resistance	10 Years	20 Years
Limited Residential	10 Years	20 Years

WARRANTY COVERAGE

Urban Surfaces provides industry-leading warranties to ensure confidence in your flooring investment. This guide details the limited warranties for our broadloom carpets specified by the chart above.

Limited Residential is defined as installations within home-owner-occupied single-family and multifamily/multi-unit home(s), and covers the following:

- **Manufacturing Defects** - Guaranteed to be free of defects in materials and workmanship.
- **Abrasion Resistance** - Carpet fiber will not lose more than 10% of its original pile weight.
- **Fade Resistance** - Carpet will resist fading and maintain its original color under normal indoor conditions.
- **Backing Integrity** - Will remain free of delamination and wrinkles when properly installed.
- **Stain Resistance** - Resists staining from common household food and beverages.
- **All Pet Stains Resistance** - Resistance to stains caused by household pet urine, feces, and vomit.
- **Soil Resistance** - Resists soiling from household dirt and grime.

Wear-Through is defined as the loss of 10% or more of the carpet fiber in a specific area, excluding normal texture changes that occur with regular use. Normal wear and tear is not covered by this warranty.

Lifetime Warranty is defined as the expected life of the carpet under normal wear and maintenance or a duration of 25 years.

MANUFACTURER'S WARRANTY

Urban Surfaces warrants that its products will be free from defects in materials and workmanship for the duration of the warranty period (see the "Warranty Terms" section below) from the date of invoice, provided that the material was installed and maintained according to Urban Surfaces installation and maintenance guides. Coverage also includes fading and color loss under normal daily use (as defined by the specific corresponding application environment in the "Warranty Coverage" section above) and when properly maintained. It is the responsibility of the installer and owner to carefully inspect all material under sufficient lighting for visual defects and damage prior to installation.

Urban Surfaces will not be responsible for any claim for product originally installed with visual defects. Product installed with visual defect is considered acceptable as-is by the installer. Urban Surfaces will not repair, replace, or pay any labor costs for materials with defects that were apparent before or at the time of installation and were installed regardless. Manufacturing defects are covered for the aforementioned time and claims must be reported within that time frame for coverage to be in effect.

WARRANTY COVERAGE

MANUFACTURER'S WARRANTY

WARRANTY TERMS

WARRANTY CONDITIONS & EXCLUSIONS

MAINTENANCE REQUIREMENTS

INSPECTIONS

REPLACEMENT AND REPAIRS

REFUND POLICY

SPECIAL CIRCUMSTANCES

WARRANTY OWNER

WARRANTY SERVICE

START OF WARRANTY COVERAGE

IMPLIED WARRANTIES

LEGAL

WARRANTY COVERAGE

MANUFACTURER'S WARRANTY

WARRANTY TERMS

WARRANTY CONDITIONS & EXCLUSIONS

MAINTENANCE REQUIREMENTS

INSPECTIONS

REPLACEMENT AND REPAIRS

REFUND POLICY

SPECIAL CIRCUMSTANCES

WARRANTY OWNER

WARRANTY SERVICE

START OF WARRANTY COVERAGE

IMPLIED WARRANTIES

LEGAL

WARRANTY TERMS

Within 12 Months: If a defect covered by this limited warranty is reported to Urban Surfaces within 12 months of purchase in accordance with the claims process instruction on urbansurfaces.com/claims, Urban Surfaces will supply new material of same or similar grade, color, and pattern to replace the defective area at no charge.* Urban Surfaces will also pay reasonable labor costs if the floor was professionally installed (proof of original invoice required). If the material was not professionally installed, then no labor cost will be paid by Urban Surfaces. Reasonable labor costs are to be determined by Urban Surfaces based on industry standards, not individual installer bids or invoices.

Within 12-24 Months: If a defect covered by this limited warranty is reported to Urban Surfaces within 12-24 months of purchase in accordance with the claims process instruction on urbansurfaces.com/claims, Urban Surfaces will supply new material of same or similar grade, color, and pattern to replace the defective area at no charge.* Urban Surfaces will also pay fifty percent (50%) of reasonable labor costs if the floor was professionally installed (proof of original invoice required). If the material was not professionally installed, then no labor cost will be paid by Urban Surfaces. Reasonable labor costs are to be determined by Urban Surfaces based on industry standards, not individual installer bids or invoices.

Within 24-36 Months: If a defect covered by this limited warranty is reported to Urban Surfaces within 24-36 months of purchase in accordance with the claims process instruction on urbansurfaces.com/claims, Urban Surfaces will supply new material of same or similar grade, color, and pattern to replace the defective area at no charge.* Urban Surfaces will not pay any labor costs.

After 36 Months: Warranty coverage applies only to wear-through claims. If a defect covered by the limited wear warranty is reported to Urban Surfaces in writing in accordance with the claims process instruction on urbansurfaces.com/claims after 36 months of purchase, yet still within prescribed warranty period (see wear warranty table for appropriate defect and wear-through warranty terms), Urban Surfaces will prorate the flooring based on the remaining warranty period and original value toward new material of same or similar grade, color, and pattern to replace the defective area (see paragraphs entitled "Discontinued Products" and "Proration Schedule" below). Urban Surfaces will not pay any labor costs.

Discontinued Products: Only new material from the current product range at the time of the claim will be supplied. If a product that has a claim is no longer in the current range (all current range products can be found at the time of settling the claim), the next closest product of similar color, pattern, and quality will be supplied. Urban Surfaces cannot make special arrangements to manufacture products that have been discontinued or that were originally special ordered. There will be no other form of compensation. Coverage for manufacturing defects is for the first 36 months from the date of the invoice. Thereafter, coverage is for the wear warranty only. Warranty belongs to the original purchaser (defined under the 'Warranty Owner' section).

Proration Schedule: If your carpet does not perform according to the warranty, Urban Surfaces will offer a credit equal to the cost of the carpet material only in accordance with the following schedules:

10-Year Warranty

1-3 Years	100% coverage
4-5 Years	75% coverage
6-7 Years	50% coverage
8-9 Years	25% coverage
10 Years	10% coverage



- WARRANTY COVERAGE
- MANUFACTURER'S WARRANTY
- WARRANTY TERMS**
- WARRANTY CONDITIONS & EXCLUSIONS**
- MAINTENANCE REQUIREMENTS
- INSPECTIONS
- REPLACEMENT AND REPAIRS
- REFUND POLICY
- SPECIAL CIRCUMSTANCES
- WARRANTY OWNER
- WARRANTY SERVICE
- START OF WARRANTY COVERAGE
- IMPLIED WARRANTIES
- LEGAL

20-Year Warranty

1-3 Years	100% coverage
4-6 Years	80% coverage
7-9 Years	60% coverage
10-12 Years	40% coverage
13-16 Years	30% coverage
17-19 Years	20% coverage
20 Years	10% coverage

25-Year Warranty

1-3 Years	100% coverage
4-6 Years	80% coverage
7-10 Years	60% coverage
11-15 Years	40% coverage
16-20 Years	20% coverage
21-25 Years	10% coverage

WARRANTY CONDITIONS & EXCLUSIONS

It's important to note that carpets naturally undergo some degree of change when subjected to foot traffic and other daily activities. Such changes constitute normal wear and tear and are not covered by this warranty. Additionally, no carpet is completely stain-proof. Although your Urban Surfaces carpet has built-in stain resistance, staining can still happen, particularly over time and in areas with high foot traffic. These carpets are designed to make stain removal easier, not to prevent stains altogether. Some stains may require multiple cleanings depending on the substance, and some may be impossible to remove. The longer a stain sits, the harder it will be to remove. Urban Surfaces has the option to have the affected carpet area professionally cleaned at their discretion.

Acceptable and Prohibited Installations:

- Carpets must be installed in an indoor residence, whether owner-occupied or rented. Carpets in outdoor and/or commercial settings are prohibited.
- Installation must follow the Carpet & Rug Institute Residential Installation Standard (CRI-105) and use an appropriate cushion that meets all applicable FHA/HUD Requirements.
- Carpet is not warranted for outdoor use, damp areas such as basements with excessive moisture, or any setting exposed to prolonged direct sunlight or extreme temperatures. HVAC must be on and working.

Subfloor Requirements: Carpet must be installed over clean, dry, and structurally sound subfloors (including plywood, lightweight gyp subfloors, and concrete) that meet all applicable industry standards.

Replacements: Urban Surfaces will not provide replacement material or labor for appearance-related manufacturing defects that should have been addressed before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

Other Exclusions:

Installation and Pre-Installation Issues

- Not following Urban Surfaces installation and maintenance guides.
- Damage from improper installation such as cuts, burns, fading, matting, pulls, delamination at seams, odor, soiling, staining, or tears.
- Recurrent rip, tear, delamination, curling, fading, or other floor covering failure indicating that Urban Surfaces flooring is not suitable for the application and should not have been originally installed in the application.
- It is the responsibility of the contractor and/or installer to determine the suitability of the flooring for the application prior to installation. Installation in an unsuitable environment is not the responsibility of Urban Surfaces.



WARRANTY COVERAGE

MANUFACTURER'S WARRANTY

WARRANTY TERMS

WARRANTY CONDITIONS & EXCLUSIONS

MAINTENANCE REQUIREMENTS

INSPECTIONS

REPLACEMENT AND REPAIRS

REFUND POLICY

SPECIAL CIRCUMSTANCES

WARRANTY OWNER

WARRANTY SERVICE

START OF WARRANTY COVERAGE

IMPLIED WARRANTIES

LEGAL

- Damage caused by improper storage and handling prior to installation.
- Issues caused by installer negligence.

Water and Moisture Damage

- Carpet is not waterproof. Standing water, excessive moisture, or flooding can damage the carpet and void the warranty. This includes but is not limited to damage from leaky pipes, faucets, sliding glass doors, household appliances, PH imbalances in the subfloor, standing water from hydrostatic pressure, topical moisture, or other casualty events.
- Damage and/or odor resulting from mold and mildew growth due to prolonged exposure to moisture.

Physical Damage

- Damage caused by abuse such as moving equipment, appliances, or furniture across the carpet without adequate protection.
- Damage caused by crushing, such as impressions left by legs of furniture, are not covered.
- Damage caused by cuts, gouges, scuffs, punctures, tears, indentations, and burns.
- Carpet damaged from abnormal abuse or abusive conditions, including incorrect application of improper cleaning agents, will void warranty.
- Damage caused by pet claws, spiked or damaged heels, cleats, sports shoes, or pivot points (i.e. seating areas).
- Damage from sand, pebbles, or other abrasive materials.
- Damage caused by mechanical or physical abuse and/or accidents.
- Damage from adhesives or tape.
- Damage caused by toys, scooters, or other recreational items intended for outdoor use.

Chemical and Stain Damage

- Stains from bleaches, caustic or acidic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, oil-based substances.
- Damage caused by chemically reactive material, mold, dye, and stains.

Misuse and Abnormal Use

- Material utilized for any use other than prescribed use as flooring.
- Any abnormal use or misuse as defined by Urban Surfaces.
- Flooring that is installed outdoors (exterior application), in other inappropriate applications (i.e. breezeways, garages, sheds, etc), or frequently exposed to the elements.

Environmental Factors

- Casualty events, acts of God/natural hazards, or other damage that would otherwise fall under homeowners/renters insurance coverage.

Aesthetic Variations

- Minor differences between sample and installed carpet due to dye lot variations are not considered defects.
- Color, shade, pattern, or texture variations between samples or printed/digital color photography and the final product. Single sample chips may be part of a set from a multicolored pattern.
- Differences in dye lots or batch numbers.

Other

- Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- Floors that are donated, factory seconds, close-outs, discontinued, graded "irregular," or otherwise (sold/marked) "as is."
- Flooring sold by Urban Surfaces within the United States of America and exported without the consent of Urban Surfaces.
- This product is designed for installation over padding only. Using adhesive or gluing down the carpet will void the warranty.

WARRANTY COVERAGE

MANUFACTURER'S WARRANTY

WARRANTY TERMS

WARRANTY CONDITIONS & EXCLUSIONS

MAINTENANCE REQUIREMENTS

INSPECTIONS

REPLACEMENT AND REPAIRS

REFUND POLICY

SPECIAL CIRCUMSTANCES

WARRANTY OWNER

WARRANTY SERVICE

START OF WARRANTY COVERAGE

IMPLIED WARRANTIES

LEGAL

MAINTENANCE REQUIREMENTS

Cleaning procedures outlined in this document are recommended for the specified Urban Surfaces products only. Do not use these procedures following or with other cleaning procedures or products. Ensure your care and maintenance plan follows the requirements outlined by the applicable installation guide and warranty.

To maintain warranty coverage, the following conditions must be met:

- Use only pH-neutral carpet cleaning solutions. Bleach-based cleaners are strictly prohibited.
- Regular vacuuming (once per week per person in a household) is required.
- Professional deep cleaning using hot water extraction (steam cleaning) must be performed every 12-18 months.

CAUTION: Excessive moisture during steam cleaning may damage the carpet backing and void this warranty.

INSPECTIONS

Urban Surfaces reserves the right to inspect and document the cause for any claim including collecting photographs, samples, documentation of the installation, and any applicable inspection reports as deemed necessary, or this warranty is null and void. Any repairs done prior to completion of inspections by an Urban Surfaces representative will void Manufacturer warranty. If a claim is in question, the services of a third-party floor-covering inspection company may be employed. The party found to be responsible will be liable to cover the cost of inspection services. Failure to comply with any of the above requirements may result in denial of the claim.

REPLACEMENT AND REPAIRS

Urban Surfaces will, at its discretion, repair or replace product meeting the above-listed warranty requirements. Urban Surfaces reserves the right to repair or replace any flooring deemed defective with an installation source of its own choosing. If Urban Surfaces repairs or replaces a floor as a result of a warranty claim, it is the Warranty Owner's responsibility to clear (move), at their own expense, any items placed over the affected areas. Urban Surfaces will not cover charges for moving items, furniture, appliances, or other obstructions to the flooring.

Urban Surfaces will not pay any associated incidental expenses under this limited warranty. In the event that Urban Surfaces repairs a floor, this limited manufacturer's defect and wear warranty shall remain in effect with the start being the purchase date of the original flooring. No additional warranty length or terms will be extended to the flooring repair or replacement. Replacement floor covering may be different in color, shading, texture, etc. Urban Surfaces cannot guarantee, nor be held responsible, to match adjoining flooring due to different dye lots being used.

In the instance where there is a limited amount of square footage defective in a room, hall, area, etc., Urban Surfaces will only replace the defective material. If additional material is requested to accommodate a closer match throughout a room, this material will have to be purchased and installed separately of any warranty repairs or replacement. Additional upgrades beyond warranty repairs outlined in this limited warranty are not the responsibility of Urban Surfaces.

REFUND POLICY

Urban Surfaces will not refund money for the defective flooring material as part of a floor claim settlement. The only form of compensation shall be a replacement product for defective material and reasonable costs in accordance with the labor description above.

SPECIAL CIRCUMSTANCES

Urban Surfaces is not liable for extra labor charges stemming from special circumstances (such as night work) or difficult installation locations (such as remote cities). Reasonable labor costs are determined by industry standards, not special circumstances.

WARRANTY COVERAGE

MANUFACTURER'S WARRANTY

WARRANTY TERMS

WARRANTY CONDITIONS & EXCLUSIONS

MAINTENANCE REQUIREMENTS

INSPECTIONS

REPLACEMENT AND REPAIRS

REFUND POLICY

SPECIAL CIRCUMSTANCES

WARRANTY OWNER

WARRANTY SERVICE

START OF WARRANTY COVERAGE

IMPLIED WARRANTIES

LEGAL

WARRANTY OWNER

For Residential: The Warranty Owner is the resident homeowner who is the original purchaser of the flooring from Urban Surfaces or an authorized retailer/dealer, not to any subsequent homeowner.

For Multi-Family and Commercial: The Warranty Owner shall be the original owner or property management company (if applicable) of the property/building/unit at the time of purchase.

Non-Transferable: This limited warranty belongs to the original Warranty Owner and is non-transferable. Ownership is not transferable to new owners of property/building/unit or any other property management company. (The "original purchaser" and the "original owner" of the flooring subject to this limited warranty may be referred to as the "Warranty Owner").

WARRANTY SERVICE

You, the original purchaser, must initiate a claim by contacting your authorized Urban Surfaces retailer or dealer for warranty or claim service. The retailer or dealer is responsible for inspecting their installer's workmanship and confirming if the incident is warranted. Please provide valid proof of purchase from Urban Surfaces, along with photographs that clearly depict the concern and surrounding area. If available, samples should be submitted for testing.

START OF WARRANTY COVERAGE

Warranty coverage is activated upon receipt of payment at which time it is backdated to the date of invoice. No warranty coverage is active while an invoice remains unpaid or partially paid.

IMPLIED WARRANTIES

Urban Surfaces does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Urban Surfaces shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights. Such rights may vary from state to state. This warranty shall not include loss of time, inconvenience, or incidental expenses incurred.

LEGAL

Urban Surfaces cannot account for all factors (including environmental factors, installer negligence, level of foot traffic, type of use, etc.), and does not cover incidental or consequential damages. Therefore, it is the responsibility of the product owner to determine and utilize proper care and maintenance for their product, not Urban Surfaces. Damage to the floor covering by abuse or failure to properly maintain and clean the product is not the responsibility of Urban Surfaces. This document is solely intended as general guidelines based on standard household use.

For additional warranty details or questions, contact Urban Surfaces customer support.

Revised March 4, 2025