



5-Year Quality Assurance Warranty - Signature Wool Collection

JMish Mills carpet products are made with utmost pride and craftsmanship and are warranted by the manufacturer in accordance with the following terms and conditions:

5 Years – Surface Wear, Delamination and Tuft Bind

JMish, as manufacturer, warrants for a period of five (5) years from the date of invoice that the quality wool carpet products will not suffer excessive surface wear, delamination from primary backing or tuft pull problems under ordinary indoor commercial and/or hospitality use in direct-glue application when installed and maintained in strict accordance with the Carpet and Rug Institute. Excessive Surface Wear is defined as a 10-percent loss of face fiber. When wool carpet is installed underneath desks or work stations where intense, repetitious rollers are likely, chair pads must be used for this portion of the warranty to remain valid. Warranty coverage against delamination and/or tuft pull problems will be for a period of five (5) years under ordinary indoor residential use when wool carpet is installed in a stretch-in application over padding. Also, for this portion of the warranty to remain valid, padding must be a maximum thickness of 3/8 inch with a minimum density of 10 pounds, and architectural or double tack strip must be used throughout the perimeter of the installation site. Installation and maintenance must be in strict accordance with guidelines from the Carpet and Rug Institute. Carpet installed on stairs are excluded from this warranty.

2 Years – Materials and Workmanship

The manufacturer warrants for a period of two (2) years from the date of invoice that the performance of the carpet products will not be adversely affected by defects in the materials or workmanship used in the manufacture.

Color Consistency

JMish works to provide and maintain color consistency with regard to all yarn dyed wool products. As our wool yarns are inherently natural with natural variations from blend-to-blend and season-to-season, the dyeing process is calibrated accordingly for each color to match the original lot formulated for color or sample development. Slight differences will occur from dyelot to dyelot, but each will remain within industry standards. For custom projects, the dyelot used to create the approved sample will remain as the standard for the production yarns. Presentation samples over 3 years old or those that have been exposed to long-term sunlight should be color-checked for accuracy prior to order placement.

Remedy, Limitations and Exclusions

If a carpet product fails to meet this warranty, the manufacturer will correct the affected areas either by repair (at its option) or replacement with comparable product(s) at no-charge. If the manufacturer determines that the repair or replacement is not reasonably feasible, the manufacturer will refund that portion of the product purchase price allocable to the affected areas; provided that any refund on a claim made more than two (2) years after the date of invoice will be prorated to reflect beneficial use prior to the



claim. This is the exclusive remedy for claims related to the carpet products. The manufacturer's liability is limited to repair, replacement or refund as stated herein and, for example, does not include costs associated with installation or moving furniture, partitions, fixtures or equipment as necessary to allow repair or replacement.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss by abuse, misuse, neglect, improper maintenance, improper installation, flood / excessive moisture, or use of footwear with cleats, spikes, skates, blades or similar projections. Failure to comply with proper installation and maintenance methods and recommendations shall void warranty coverage for all affected carpet products. Proper installation and maintenance are defined by the Carpet and Rug Institute's Installation Standard. Pooling, shading, watermarking, pile reversal, pile crush, dye lot differences and soiling are not manufacturing defects and are not covered by this warranty.