



HARD SURFACE WARRANTIES, CARE & MAINTENANCE

HARDWOOD | LAMINATE | RESILIENT | TILE & STONE



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Shaw represents a promise of outstanding performance, unique styling and overall value. For more than 50 years, consumers just like you have trusted Shaw products to stand up to their busy lifestyles.

This brochure was designed to help you better understand the warranties that come with your new hard surface product. In addition, each category supplies care and maintenance guidelines.

HARDWOOD

SHAW HARDWOOD PRODUCTS

The true essence of the American home is captured in the time-honored choice of quality hardwood flooring. While jobsite-finished floors may be beautiful for a while, they cannot compare to the distinctive and inherently stronger wood floors made by Shaw Industries Group, Inc. (Shaw).

Shaw not only produces more durable floors, but we also offer comprehensive warranties. These products and limited warranties allow you to choose the floor that is right for you, your lifestyle, and your budget. While a quality product and warranty are extremely important, proper installation and maintenance of your new Shaw hardwood floor is also essential to ensure years of enjoyment.

ENVIRONMENTAL COMMITMENT AND RENEWABLE RESOURCES

Shaw takes the environment seriously and supports the best management practices for timber harvesting. Our environmental goals include: wildlife preservation, forest regeneration, limiting soil erosion, and making the most efficient use of all our raw materials.

HARDWOOD FLOOR CARE AND MAINTENANCE

Like any floor covering, our factory finished wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your Shaw floor. The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

1. Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. **Do not use a vacuum with a beater bar head.**
2. Remove spills promptly using a soft cloth and cleaning products recommended by Shaw.

3. **Never** wet-mop, damp-mop, or clean your floor with water or other products. This can severely damage the flooring, and damage resulting from these actions may not be covered under warranty. Do not use hardwood floor cleaning machines or steam cleaners. See warranty exclusions under **Improper Maintenance**.
4. Shaw recommends Shaw R2X® Hard Surfaces Flooring Cleaner applied with a terry cloth mop. Always vacuum the floors prior to using R2X. **Do not** allow excess cleaner to remain on the floor's surface as this may permanently damage the wood fiber.
5. Important: Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since these warranties do not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its re-coat ability.
6. Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss—damage resulting from the use of these products may not be covered under warranty and may produce unsatisfactory results when not applied properly.
7. Keep pets' nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
8. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
9. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
10. Make certain furniture casters are clean and operate properly (a minimum 1"-wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
11. Remove shoes with spiked or damaged heels before walking on floor.
12. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color

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change during the aging process. These warranties do not cover damage from the sun and its UV rays.

13. Use area rugs in high-traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.

14. Maintain the proper relative humidity in your home between 35%–55%.

RADIANT HEAT GUIDELINES

Selected Shaw engineered hardwood products are approved over radiant-heated subfloors provided that the floors are installed in strict accordance with the Shaw installation guidelines pertaining to radiant-heated subfloors. The products approved for use over radiant heat **MUST** be designated as radiant-heat approved with the radiant heat logo on the actual Shaw sample board. Products without this logo are **NOT** recommended for use over radiant heat and are **NOT** warranted for this application.

The following guidelines must be applied throughout the life of the floor in order to reduce the affects of radiant heat on engineered wood floors. Even when these guidelines are followed it is still possible that your flooring may experience some cracks (seasonal checking) on the surface, gapping between boards, or delamination of boards. The approved engineered products can only be installed over radiant-heated subfloors using the installation methods approved by Shaw. The temperature and humidity levels described below must be maintained; otherwise, any damage resulting from such failure to maintain may not be covered under warranty. After the flooring is installed, slowly raise the temperature to the preferred comfort level (over at least a 5-day time frame), beginning two days after installation or at the onset of colder weather conditions.

- The radiant heat system must be controlled and the surface temperature of the flooring must never be allowed to exceed 82°F.
- The proper humidity level (35%–55%) must be maintained within your home at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring.

- Seasonal gapping should be expected.
- Surface checking can be expected if the humidity level is not properly maintained between 35–55% R. H. or if the floor's surface temperature exceeds 82°.

HARDWOOD LIMITED RESIDENTIAL WARRANTIES

These warranties, which begin from the date of purchase, apply to products used in dry residential applications. Lifetime warranties apply for as long as the original purchaser owns and resides in the home where the product was installed.

Limited lifetime structural warranty

Shaw warrants all first-quality engineered hardwood floors, in their manufactured condition, to be free from defect in material and workmanship including milling, assembly, dimension, and grading. Shaw additionally warrants that these engineered hardwood floors will not delaminate when properly installed and maintained according to Shaw's installation and maintenance procedures.

What Shaw will do

In the event that the plies should delaminate due to glue bond failure, Shaw will, at our option, either: (1) repair the defective plank(s), (2) replace the defective plank(s). This warranty is a limited lifetime warranty for all first-quality Shaw engineered products. Solid products are excluded.

Limited warranty for residential finish wear

Our factory-applied finishes make hardwood floor installations fast and easy. Every plank is ready to install right out of the carton. There is no need for sanding or staining. With our UV-cured finish you gain the assurance of superior durability and wear resistance. Shaw will warrant, under normal residential conditions and uses, and providing that Shaw's maintenance guidelines are strictly followed, that the finish will not wear through or peel off of the hardwood flooring during the length of the warranty (i.e., 3 years, 25 years, lifetime, etc.) of the product you purchase. Consult your retail sales person or the Shaw Information Center 800-441-7429 if you have questions about the length of your warranty.

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What Shaw will do

In the event that the finish wears through or peels off of the hardwood flooring, Shaw will, at our option, either: (1) replace the affected plank(s), (2) recoat the affected area.

NOTE: This limited warranty extends only for defects that cover at least 10% of the surface area of the installed flooring. **Gloss reduction, scratches, and dents** in the finish are not considered surface wear and are not covered under this warranty. Please note that maple, pine, and birch floors require extra care. Maple and birch are inherently smooth wood and will show scratches and dents more readily than oak or pecan. You should consider these factors when making your flooring selection.

SPECIAL NOTE: WARRANTY LIMITATIONS (APPLIES TO ALL WARRANTIES UNDER WHICH SHAW IS OR MAY BE OBLIGATED). *Shaw products are not warranted against squeaking, popping, or crackling. Some squeaking, popping, or crackling is possible when using staple-down or nail-down installation methods. In addition, Shaw floors are not warranted against staple or nail pullout from the subfloor.*

Who is covered under these limited warranties

These limited warranties apply to you only if you: (1) are the original consumer purchaser of any Shaw hardwood floor, (2) have paid in full for your hardwood floor, and (3) have purchased the hardwood floor for your own personal residential use and not for resale. These warranties ARE NOT transferable or assignable and they DO NOT apply to nonresidential, rental, or commercial purchases/installations.

Warranty Process

Product determined to have any possible defect by the person doing the installation should be returned to your dealer for inspection and possible replacement PRIOR TO INSTALLATION. All questions of product quality are to be addressed prior to installation.

What you should do if any of the above listed problems occur and you need warranty service:

During the warranty period, should you have any problems with your Shaw floor, please contact the

authorized Shaw dealer who sold the product within 30 days from the date the problem occurs. **NOTE** that these dealers are not authorized to make any decisions regarding warranty coverage or any remedies thereunder; they are merely the means through which you should report any problems to Shaw. **NOTE ALSO** that Shaw must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy issue, which should be no less than thirty (30) days after you report the problem.

Labor charges

If your floor was professionally installed, Shaw will pay the reasonable labor costs to perform the replacement or repair during the first five (5) years from the date of the original purchase.

Replacement option

In the event that the style installed in the home is no longer available, Shaw will authorize your dealer to replace the affected floor with another style of equal value. The above described remedy is the purchaser's sole and exclusive remedy for claim under this limited warranty.

Shaw's Curative Actions/Remedies

THE ABOVE TERMS AND CONDITIONS OF EACH LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR THESE WARRANTIES. IF YOU ARE FOUND TO BE ENTITLED TO COVERAGE UNDER ANY WARRANTY, EXPRESSED OR IMPLIED, IN ADDITION TO THOSE SPECIFICALLY LISTED ABOVE, AND YOU CAN PROVE THAT SHAW BREACHED SUCH WARRANTY, THEN YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY PROVEN BREACH IS EITHER (AT THE OPTION OF SHAW): (1) REPAIR THE DEFECTIVE PLANK(S), (2) REPLACEMENT OF THE DEFECTIVE PLANK(S). IF THE REMEDY SHAW INITIALLY SELECTS IS FOUND TO FAIL IN ITS ESSENTIAL PURPOSE, THEN ANY FURTHER REMEDY TO WHICH YOU MAY BE ENTITLED IS SOLELY AND EXCLUSIVELY LIMITED TO ONE OF THE REMAINING REMEDIES (OF THE TWO OPTIONS, DESCRIBED ABOVE IN THE LIMITED WARRANTIES), WHICH SHALL BE CHOSEN BY SHAW.

Warranty Exclusions

Natural variations: Wood is a natural product containing natural variations in color, tone, and graining.

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Shaw cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots, and grain variations from plank to plank. Nor can we warrant against natural variations or gloss level between samples/models and installed flooring. Any sample or model shown or used by your seller is for demonstrative purposes only, and such sample or model DOES NOT create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed.

Improper installation: The floor must be installed according to Shaw's installation guidelines. Detailed installation instructions are included in cartons of Shaw hardwood flooring. Damage caused by improper storage, handling, or installation methods is not covered by these warranties. Improper preparation of, or deficiencies in, the subfloor/floor joist assembly, including but not limited to excessive floor deflection, uneven or irregular subfloor surface (particularly at joints) or voids in the subfloor, are not covered under these warranties. Check to be certain that the subfloor is within structural and manufacturing requirements. Defects or failures of other manufacturers' products at the subfloor assembly, including but not limited to subfloor material, fasteners, patching compound, adhesives, and other floor coverings are not covered by these limited warranties. In no event shall Shaw be held responsible for any damage caused to your hardwood flooring by other manufacturers' products. Other items not covered under the limited warranties include construction traffic abuse to the surface of the flooring; use of non-recommended nailers, staplers, or adhesives; end gapping due to mastic memory or improper seating of planks during installation; squeaking, popping, or crackling by any cause. (Popping sounds caused by depressions in the subfloor **ARE NOT** covered under these limited warranties.) **Cabinets and other built-in appliances** should be installed **PRIOR** to the installation of the hardwood flooring. They should **NOT** be installed on top of the hardwood flooring. Pre-finished hardwood floors should be installed at the same time as carpets and **AFTER** finishing the walls to prevent damage from paint, drywall dust, wallpaper adhesives, and other materials.

Improper maintenance: Floor maintenance must follow the recommendations outlined in this guide. Damage to the flooring such as dents, scratches, or dulling

of the finish is **NOT** covered. Wet or damp-mopping your floor with water or other substances is not covered by these limited warranties. In addition, the following are **NOT** covered under these limited warranties: use of hard floor cleaning machines; use of non-recommended maintenance and floor-care products, including but not limited to oil soaps, liquid, or paste wax products, other household cleaners that contain lemon, orange, or tung oils; neglect or abuse of the hardwood floor, including but not limited to not taking proper precautions to protect furniture legs and feet with protective pads to reduce scratches and dents; not using dollies and protective plywood when moving heavy objects; furniture or appliances having dirty or improperly operating casters; spiked and/or damaged heels; pet claws and scratches; falling or dropped objects which can dent or fracture the flooring and finish; and dents or scratches in the flooring caused by furniture, appliances, casters, or normal foot traffic.

Improper environment: Shaw floors are not warranted against damage caused by man-made or natural disasters, including but not limited to leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation, or standing water during or after construction. Shaw also does not warrant against: (1) moisture infiltration from side walls, through the subfloor, or from any source; (2) normal wearing of the finish in high-traffic areas, pivot points, and seating areas; or (3) other extraordinary circumstances such as extreme low humidity (below 35% for an extended period of time). In extreme low humidity conditions (below 35%), planks may shrink and/or exhibit surface checking until the humidity returns to a normal level.

Seasonal Checking: Cracks or checks in the surface of planks due to low humidity, excessively high humidity, or dramatic fluctuations in humidity are inherent in all wood products and may affect your floor's finish. Checking is not covered under these limited warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%. Shaw research and experience show that some species such as hickory or pecan are more susceptible to this phenomenon than others and are not recommended in certain regions without the use of a humidification system.

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Recoating and finish alterations: Alterations to the finish or non- factory- applied finishes (finishes applied by the owner or installer), including but not limited to refinishing or recoating, are **NOT** part of the limited warranty for residential finish wear stated above and therefore are **NOT** warranted by Shaw.

Natural Sunlight: The sun and its UV rays cause the aging of wood and therefore can cause the wood stain and/or wood to fade and/or change color. This includes any showroom sample/models; therefore, fading or discoloration due to exposure to sunlight and its UV rays are not covered by these warranties. Use draperies or shades to help block out most of the sun's harmful rays. Samples or models in the showroom may also fade, making an exact match to new flooring impossible. Custom finishing and staining of interior millwork and/or cabinets should be done from the actual floor to be installed, not a showroom sample, if a color and/or gloss match is desired.

Special series, cabin grade, and non-standard items: These products carry a one-year limited warranty for residential finish wear only, and engineered products carry a one-year limited structural warranty when installed in a residential installation only. **NOTE:** All warranty exclusions, disclaimers, and limitations, including the available remedies, stated throughout this booklet apply to special series, cabin grade, or non-standard items.

Warranty Disclaimers

ANY WARRANTIES ARISING OUT OF THIS SALE IN ADDITION TO THE ABOVE LIMITED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY FOR RESIDENTIAL FINISH WEAR DESCRIBED ABOVE. SHAW SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES OR DAMAGES INCURRED BY THE PURCHASER OR BY ANY OTHER PERSON. THE REMEDIES

AS DESCRIBED IN THESE WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU FOR ANY BREACH BY SHAW OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. THESE WARRANTIES EXCLUDE CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLPAPER, PAINT, AND ALL RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF THE FLOORING. YOU UNDERSTAND AND AGREE THAT ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE SOLELY YOUR RESPONSIBILITY AND ARE EXCLUDED AS A POTENTIAL REMEDY FOR ANY BREACH BY SHAW OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. SOME STATES DO NOT ALLOW LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT A PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE HARDWOOD FLOORS. ANY AND ALL WARRANTIES, EXCEPT THOSE LIMITED WARRANTIES PROVIDED HEREIN, ARE SPECIFICALLY DISCLAIMED AND EXCLUDED. THIS AGREEMENT SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF GEORGIA AND ANY APPLICABLE FEDERAL LAWS OF THE UNITED STATES OF AMERICA. ANY ACTION BROUGHT SEEKING THE RESOLUTION OF ANY CONTROVERSY ARISING OUT OF OR RELATING TO ANY WARRANTIES REFERENCED HEREIN SHALL BE BROUGHT IN THE COURTS OF THE STATE OF GEORGIA OR IN THE UNITED STATES DISTRICT COURT FOR THE NORTHERN DISTRICT OF GEORGIA.

LAMINATE FLOOR CARE AND MAINTENANCE

Routine Maintenance

1. Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
2. For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.
3. Sweep, dust, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.
4. Periodically clean the floor with cleaning products made specifically for laminate floor care, such as Shaw's **R2X® Hard Surface Cleaner**.
5. Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, joint-line separation, or other damage that may not be covered by your warranty.
6. Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
7. Do not use any type of buffing or polishing machine.
8. For spots such as candle wax or chewing gum, apply a gel solvent or isopropyl alcohol and let dwell for a few minutes. Gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Always clean with neutral cleaner or rinse with water to remove residue.
9. A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas such as a beach home.

Environmental Protection

1. Entry mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
2. To prevent slippage of area rugs, use an approved vinyl rug underlayment.

3. Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector.
4. Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction of the wood.
 - a. **Heating season (Dry):** A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.
 - b. **Non-Heating Season (Wet):** An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity levels during summer months.
5. Avoid excessive exposure to water during periods of inclement weather.
6. Keep your pet's nails trimmed to prevent them from scratching your floor.
7. Never try to slide heavy objects across the floor.
8. A protective mat should be used for furniture or chairs with castors.

Minor Repair Instructions:

In the event that accidental damage occurs to one of the planks, minor scratches or dents can be repaired using a Flooring Touchup or Color-fill Kit. This special touchup kit is a filler material, color-coordinated to the color of your floor that, when used properly, makes repaired area often invisible. The repaired area will hold up to foot traffic and wear just like the rest of your laminate flooring.

Glueless Laminate Board Replacement Repairs

1. Shaw glueless laminate may be assembled and disassembled several times.
2. Carefully disassembled glueless joints will retain their original locking integrity during re-assembly. New replacement plank(s) should be acclimated in the replacement area for at least 72 hours, to allow them to equalize to the conditions of the flooring in the room where the replacement(s) will take place.

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3. Remove baseboard, wall base, or quarter-round as needed to replace the damaged board(s). Take the flooring apart, 1 row at a time, by lifting the rows to detach them, then separating the individual boards.
4. Be sure to stack the individual planks in the proper order for re-installation. This usually eliminates the need to cut planks for start or end of the row lengths.
5. Replace the damaged board with a piece from the edge of the original installation.
6. Insert the properly acclimated new plank(s) along the outer edge of the original flooring installation during re-assembly. This minimizes the chance that a newer plank might stand out from the wear condition of the original installation.
7. Re-install the baseboard, wall base, or quarter round, and the replacement-repair is complete.

VERSALOCK® LAMINATE LIMITED RESIDENTIAL WARRANTIES, Inc.

What this Residential Limited Warranty covers:

Shaw warrants that from the date of the original purchase throughout the length of the warranty (i.e. 20 years, 25 years, or 30 years*) of the product you purchase, your VersaLock Floor:

- Will not stain
- Will not wear through
- Will not fade as a result of direct sunlight or artificial light
- Will resist water damage under normal use conditions

Lifetime Structural Integrity Warranty:

Shaw warrants to the original purchaser that this laminate product, in its manufactured condition, will be free from defects in material or workmanship including milling, assembly, and dimension. Shaw additionally warrants that this laminate product will not warp, cup, buckle, or delaminate when properly installed and maintained according to Shaw's installation instruction procedures and care guide. This warranty includes installation over a radiant-heated concrete subfloor for approved floating installation methods.

Consult your retail salesperson or the Shaw Information Center 800-441-7429 if you have questions about the length of your warranty.

What you should do if any of the above listed problems occur and you need warranty service:

You (the original purchaser) should notify the authorized 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 this limited warranty. You (the original purchaser) must present to that authorized flooring dealer the following items for a warranty claim to be considered:

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

What Shaw will do should you need warranty service:

If Shaw honors a claim under this limited warranty, it will repair or replace, at its option, the cost of the affected flooring material. If professionally installed, Shaw will pay the reasonable labor costs to perform the replacement or repair during the first two (2) 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 purchaser's sole and exclusive remedy for claims under this limited warranty.

This Residential Limited Warranty is subject to the following conditions:

This limited warranty is valid only in North America. The warranty is not transferable and extends only to the original purchaser. This limited warranty applies only where the affected area is visible and covers an area greater than one square inch. The flooring must be installed in accordance with Shaw's recommended installation instructions. This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Exposure to extreme heat
- Scratch, impact, or cutting
- Improper installation
- Improper care and maintenance

- Freight
- Modification, alterations, repair, or service by a non-authorized floor covering dealer
- Water damage resulting from improper installation or flooding caused by natural disaster, plumbing failures, etc.
- Damage due to failure to use appropriate chair pads under caster desk chairs (Use only seamless plastic caster wheels to help prevent scratches)
- Damage resulting from or in connection with subfloor conditions

Please Note: Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw 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 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.

RESILIENT

IMPORTANT INFORMATION FOR RESILIENT SHEET FLOORING AND LVF (LUXURY VINYL FLOORING)

Although Shaw resilient floors are durable, all floor coverings require some care to look their best, and many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed. The type of floor and even the color will also have some bearing on how much care may be necessary. For example, solid color floors will visually show scuffs, scratches, dirt, and general wear to a greater degree than multi-colors of chips or patterns. Of course, white or light colors will visually show staining to a greater degree than darker colors. For this reason, solid color and white floors should receive special attention in regard to preventative maintenance and amount of care provided. Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed.

Here are the proper steps for maintaining your Shaw resilient floor:

1. After installation, all traffic and furniture should stay off the floor for at least 24 hours to allow the adhesive to dry. Do not wash any installation for 5 days.
2. Upon completion of the installation, sweep or vacuum thoroughly and remove any adhesive residue from surface. Mineral spirits are fine for this. Lightly damp-mop with ready-to-use Shaw Hard Surface Cleaner or the recommended dilution ratio on the label of Shaw Hard Surface Cleaner concentrate. Remove any scuffs and excessive soil by careful scrubbing. Certain types of rubber heel marks may be removed by rubbing with a cloth dampened in mineral spirits.
3. In order to prevent indentations and scratches, provide glass, plastic, or other non-staining cups with flat under-surfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swivel-type office chairs and other rolling furniture with broad surface non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces not less than 1" in diameter.
4. Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage resilient floors.
5. Do not flood floor, subject to frequent standing water, or use in high-moisture areas. Flood mopping, hosing, and frequent spills can loosen adhesive.
6. Protect your floor from tracked-in-dirt and grit particles by using non-staining mats at all outside entrances. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl. Avoid the use of stiletto heels on your floor. They can cause permanent damage. Do not use vinegar, one-step cleaner/polishes, or oil soaps on Shaw resilient products.
7. All Shaw resilient floors have a good resistance to stains. They are not affected by most common household spills; however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor. For information regarding the proper method or solution to use on a specific stain, contact the Shaw Information Center at 800-441-7429.
8. Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration, and excessive temperatures might cause tile expansion.
9. Do not use vinegar as a cleaning agent on Shaw resilient products. Wet mop as part of routine maintenance using Shaw's Hard Surface cleaner.

Remember, the most effective part of any floor maintenance program is the simplest: sweep, dust mop, or vacuum your Shaw resilient flooring daily, or more frequently if needed.

General Care and Maintenance

Proper care will help protect and maintain the appearance and performance of your Shaw resilient floor. A care program consists of key areas: 1) Preventive maintenance; 2) routine maintenance; and 3) spot and spill removal.

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Allow the recommended minimum of 24 hours before moving heavy objects. New floors should not be saturated or wet cleaned for 5 days after installation. Only damp mopping is recommended between installation and the 5-day period.

Preventive Maintenance:

- Always protect floors when moving heavy objects to prevent permanent scratches and tears. The use of plywood and heavy cardboard are examples of protective barriers.
- Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage.
- Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of resilient, use mats without latex or rubber backings to avoid possible discoloration.

Routine Maintenance:

- Daily removal of dirt and dust is important to prevent particles from abrading the surface of resilient floors. Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances. Do not use vacuums with rotating beater bars on hard surfaces.
- Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow the cleaning manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.

Spot and Spill Removal:

NOTE: Shaw's R2X® Hard Surfaces Flooring Cleaner and Shaw's EPA/Dfe Green Formula Hard Surfaces Flooring Cleaner are recommended for general spotting and cleaning.

- Shaw's flooring products are engineered to resist and minimize common staining.

- Absorb wet spills as quickly as possible by blotting with white paper or cloth towels. Rinse with water if necessary and blot dry.
- Dried spots should be removed by gentle agitation and rinsed with water. Blot dry.
- Use Shaw's R2X Hard Surface cleaning products or products formulated for vinyl floor cleaning. Do not use detergents or abrasive cleaners since these products can leave a dull residue.
- Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove.

Please note that some stain conditions may become permanent. Contact Shaw at 800-441-7429 or [shawfloors.com/customer-care/contact us](http://shawfloors.com/customer-care/contact-us) for additional assistance.

Safety caution: The surfaces of resilient floors change during wet cleaning and finish applications. Use appropriate safety measures.

RESILIENT LUXURY VINYL PLANK AND TILE LIMITED RESIDENTIAL WARRANTIES

What this Limited Residential Warranty covers

Shaw warrants that Shaw resilient LVF (luxury vinyl flooring) products will be free from manufacturing defects for the length of time specified for the particular product.

This warranty further covers delaminating, loss of original pattern and color due to fading or wear, when the flooring is subject to normal residential use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. All floating product joints are warranted to be watertight.

Warranty terms

Within One Year: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, Shaw will supply new flooring material of similar color, pattern, and quality to replace the defective area. Shaw will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

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Within Two Years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, Shaw will supply new flooring material of similar color, pattern, and quality to replace the defective area. Shaw will also pay fifty percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After Two Years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified, Shaw will supply new flooring material of similar color, pattern, and quality to replace the defective area. Shaw will not pay labor costs.

Replacement/Repairs

Shaw reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If Shaw repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that Shaw repairs a floor, this warranty shall remain in effect with respect to such floor.

Exclusions

The following are not covered by this warranty:

- Darker, solid colors naturally show more scratches and dirt and require more maintenance. We can not warrant the product against these normal occurrences.
- We will not accept shading claims for an overall white floor with touching white planks or tiles.
- Damage caused by fire or flood; moisture intrusion caused by emissions from subfloor; intentional abuse; damage caused by vacuum cleaner beater bar; indentations or damage caused by improper rolling loads, chairs, or other furniture not using proper floor protectors or caster wheels; cutting from sharp objects; asphalt staining and staining from rubber mats; surface scratches; changes in color or sheen appearance when exposed to a natural light source; exterior application or loss due to inconvenience, loss of time, incidental expenses, or consequential damages.

- Minor shading, color, or texture differences between samples and delivered product.
- If, prior to installation, Shaw floors are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, and if, post-installation, Shaw floors are not continuously maintained at such temperature, damage incurred may not be covered by your warranty.

Warranty Owner

This warranty applies only to a resident homeowner who is the original purchaser of the Shaw LVF products, not to any subsequent homeowner.

For details, please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor, and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitations and exclusions may not apply. Your warranty gives you specific legal rights, and you may have other legal rights, which vary, from state to state. This warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. Shaw needs the receipt in order to verify date of purchase to help resolve any problems.

RESILIENT SHEET FLOORING LIMITED RESIDENTIAL WARRANTY

The following is the limited warranty issued by Shaw Industries Group, Inc. ("Shaw") for Shaw resilient sheet flooring products. Shaw warrants that its first-quality resilient sheet flooring products are manufactured in accordance with ASTM F 1913-04 or ASTM F1303-04 and meet or exceed these requirements.

What the Shaw Resilient Sheet Flooring Limited Warranty covers:

This vinyl product has been manufactured in accordance with industry standards and is manufactured to last a lifetime with proper care and maintenance. All first-quality resilient sheet flooring from Shaw is warranted to be free of defects in the quality of the product for one year from date of purchase. This warranty applies to products

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used in residential applications only where the original purchaser owns and resides in the home where the product was installed.

This warranty only covers first-quality products and does not cover loose-lay installations in excess of 25 square yards.

What you should do if you find that there is a defect in the quality and you need warranty service:

- You (the original purchaser) should notify the authorized Shaw Flooring dealer from which the original purchase was made, of any defect no later than 30 days after discovering the defect and within the time period of this limited warranty.
- You (the original retail purchaser) must present to your authorized Shaw Flooring dealer the following items for a warranty claim to be considered:
 - A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
 - A detailed description of the problem and/or a photograph/sample that clearly shows the problem.

What Shaw will do should you need warranty service:

If a defect covered by this warranty is reported to Shaw in writing within one year of purchase, Shaw will supply new material of the same or similar grade sufficient to repair or replace the defective material. Shaw will assume all reasonable labor costs*.

* Reasonable labor costs shall be determined solely by Shaw Industries, Inc.

Each Limited Shaw Resilient Sheet Flooring Warranty is subject to the following conditions:

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail purchaser. This limited warranty applies only where the affected area of the Shaw Resilient Flooring is visible. The flooring must be installed in accordance with

Shaw's recommended installation instructions. This limited warranty shall not apply to damage arising from any of the following:

- Improper installation and/or maintenance
- Differences in color between products and samples or photographs
- Problems resulting from excessive moisture, alkali, or water pressure from sub floor
- Indentation from improper loading including high heels, spiked shoes, rolling loads, chairs, and other furniture not using floor protectors
- Discoloration, including but not limited to U.V. light and heat sources
- Surface scratches, changes in shading, texture, and/or gloss during use
- Damage caused by chemically reactive materials, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while buffing
- Inappropriate end-user activities
- Construction or installation-related damage
- Damage caused by fire, flooding, or intentional abuse

Shaw Resilient Sheet Flooring

PLEASE NOTE: *Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw 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 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 is effective for all shipments after July 1, 2010.*

ENHANCE YOUR WARRANTY WITH SHAW UNDERLAYMENT

UNDERLAYMENTS

Shaw offers a number of excellent underlayments that extend the wear warranties for its hard surface products. These underlayments provide sound absorption and smooth out minor irregularities in the subfloor.

EcoTread™: Made of 100% polyurethane foam using rapidly renewable resources, EcoTread exceeds air quality and flammability standards. It is suitable for use with radiant heat flooring and may be installed over concrete or wood substrates on all grades of approved subflooring.

Installing EcoTread with any Shaw hardwood or luxury vinyl tile or plank will extend that product's wear warranty an extra 5 years.

Groundworks: An acoustical underlayment engineered to reduce sound transmission within multi-level structures, Groundworks is ideal for use with Shaw's luxury vinyl tile or plank. Groundworks resists mold and mildew and is suitable for use over concrete, wood, and gypsum subfloors.

Installing Groundworks with any Shaw luxury vinyl tile or plank will extend that product's wear warranty an extra 5 years.

Hush II: A blend of cork and recycled foam granules, Hush II offers excellent sound suppression, resists mold and mildew, and is suitable for use with radiant heat flooring.

Installing Hush II with any Shaw luxury vinyl tile or plank will extend that product's wear warranty an extra 5 years.

SELITAC®: SELITAC is a thermally insulating underlayment that is used for a variety of floating floor installations, including laminate and engineered hardwood. This fine-celled, extruded polystyrene foam offers excellent thermal and sound insulation. It is simple to install with its fanfold panel design and is 100% recyclable.

Installing SELITAC with any Shaw engineered hardwood or laminate will extend that product's wear warranty an extra 10 years.

SilentStep™ Ultra 3-in-1: For use with laminate and hardwood floating flooring, SilentStep is a high-density, 100% closed-cell polyolefin foam core. An attached 4-mil polyethylene moisture barrier provides excellent subfloor moisture resistance. SilentStep is non-allergenic and mold and mildew resistant; it may be installed over concrete or wood substrates on all grades of approved subflooring.

Installing SilentStep Ultra 3-in-1 with any Shaw laminate will extend that product's wear warranty an extra 10 years.

SofSound II: SofSound is a synthetic fiber blend pad with a laminated polyethylene film moisture retardant barrier. Environmentally responsible, SofSound is made from 100% post-industrial fiber waste. It is approved for use over radiant heat and can be installed over wood or concrete and with all floating floors.

Installing SofSound II with any Shaw laminate will extend that product's wear warranty an extra 10 years.

CERAMIC TILE FLOORING CARE AND MAINTENANCE

Grout Care

1. Grout is the mortar type material used to fill the spaces between the individual tiles, or stone. It's purpose is simply to fill the joint between the tiles and become a permanent, integral part of the floor.
2. Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface build up or discoloration of the grout.
3. Grout needs to be cleaned on a periodic basis to remove any surface residue build up.
4. This routine cleaning can be done with a neutral pH balanced daily-use household or commercial cleaner depending on the application.
5. When heavy-duty grout cleaning is required, you can use a professional strength tile and grout cleaner that is capable of removing grease, soap scum, body oil, mildew stains algae, and synthetic or acrylic waxes from the grout joints.

Post Grouting Installation Clean-Up

1. Grout haze is a film left behind on the surface of the tile as part of the final grouting process; it is usually buffed off the surface after the grout has achieved its initial 12 to 24 hour cure, with the use of a cheese cloth material. If after 48 hrs a grout haze still exists, then use a "grout haze remover" which usually contains Sulfamic Acid. Sulfamic acid cleaners should **ONLY** be used on Ceramic and/or Porcelain tiles. **IMPORTANT NOTE:** Never use acids on natural stone tiles; this could lead to permanent etching. Instead use a Natural Stone Cleaner and a cheese cloth for grout haze removal.
2. In cases where you have used Epoxy Grouts, you may need to use an "Epoxy Haze Remover". These cleaners are formulated to quickly and safely remove Epoxy grout haze, without damaging the grout or the tile face of your newly installed ceramic floor.

Routine Maintenance

1. You should allow your new ceramic tile and grout to dry for at least 72 hours after installation, before any type of maintenance occurs.
2. Cleaning your new floor with a damp mop once a week is the best thing you can do to maintain your ceramic floor.
3. A simple sweeping or vacuuming of your tile floor prior to mopping will remove any dust or debris.
4. Make sure that any cleanser you have chosen is compatible with grout cleaning, (neutral pH), and will not stain the grout. We recommend Shaw's R2X Hard Surface Cleaner.
5. Heavy traffic areas should be mopped more often than once a week.
6. Never use a detergent or soap because it may dull the surface.
7. When cleaning, the entire area should be cleaned or scrubbed with the cleansing solution, through the use of a cotton mop, cloth, sponge, or non-metallic brush.
8. The entire flooring area should then be rinsed with clean water to remove any cleaning solution residue.
9. Cleaning unglazed tiles should be done on a regular basis using cleansers that have a neutral pH for safe regular use; these cleaners are better suited at removing grease, oils, and normal spills from unglazed products.
10. Remember: Routine cleaners should never contain acids, vinegar, chlorines or ammonia as these chemicals can damage and discolor the grout or surface of the stone or tile.
11. Always thoroughly rinse the flooring surface after cleaning, using clean clear water, to avoid any periodic residue build up or mold and mildew growth.

Protecting Your Ceramic Floor

1. Protect your ceramic tile by affixing felt or similar pads to the legs of any metal, iron, wood or plastic furniture that could scratch and dull the surface.
2. Exterior metal furniture which rests on the tile floors or patios may rust and cause staining.

TILE & STONE

3. Good quality entry mats will help protect your ceramic tile from wear by collecting dirt, sand, grit and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.

4. You can also place these mats at heavy pivot locations such as in front of the kitchen sink or stove.

CERAMIC TILE FLOORING WARRANTY

The following is the limited warranty issued by Shaw® Industries Group, Inc. ("Shaw") for Shaw Tile & Stone products. Shaw warrants that its first quality tile and stone products are manufactured according to ANSI A137.1-28 and meet or exceed these requirements.

What the Shaw Tile & Stone Flooring Limited Warranty Covers:

This Tile & Stone product has been manufactured in accordance with industry standards and is manufactured to last a lifetime with proper care and maintenance. All first quality Tile & Stone from Shaw is warranted to be free of defects in the quality of the product for one year from date of purchase. This warranty applies to products used in residential applications only for as long as the original purchaser owns and resides in the home where the product was installed.

Each Limited Shaw Tile & Stone Flooring Warranty is subject to the following conditions

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail purchaser. This limited warranty applies only where the affected area of the Shaw Tile & Stone Flooring is visible. The flooring must be installed in accordance with Shaw's recommended installation instructions. This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Improper installation
- Exposure to extreme heat
- Scratch, impact or cutting
- Freight

- Modification, alterations, repair or service by a non authorized floor covering dealer
- Problems caused by structural movement/deficiencies in the base of subfloor

Please Note: Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw 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 (excluding merchantability). All implied warranties 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 is effective for all shipments after August 1, 28. Contact Shaw for complete warranty information.

Installation and Reference Materials

Installation procedures recommended are those indicated in the current Handbook for Ceramic Tile Installation as published by the Tile Council of America, Inc. Specification references recommended are those established in the American National Standard Specifications for the installation ceramic tile, as published by the Tile Council of America, Inc. Due consideration must be taken with regard to the subsurface, intended use of the tile surface, and exposure to foreign substances such as water, oil, acid, etc., when selecting the type of setting material and grout. If in doubt, the manufacturer of these setting materials should be consulted.

Shade Variations

Due to inherent variations associated with quarried stone and naturally fired tile & stone products, color and texture variations from samples should be expected. Blending of tiles from at least six different cartons during installation is recommended, as shine/finish can differ under certain lighting conditions. Prior to installation, tile and stone should be approved by customer. No claims for shade or texture will be honored after installation.

Limits of Liability

Tests are performed on random samples of Shaw tile by an independent testing laboratory and are believed to be representative of the general quality of the tile. There is no guarantee by Shaw that these exact results will be guaranteed on every tile. Shaw extends no guarantees, expressed or implied, as to slip resistance, wear-time period, gloss or maintenance procedures. Test procedures and individual results are available from Shaw.

ANSI A-137.1

Shaw tile achieves the necessary values for the ANSI A-137.1 (American National Standards Institute) requirement. This is the most complete testing done on ceramic tile and includes tests on thickness, facial dimension, warpage, edging, water absorption, crazing, thermal shock, bonding strength and breaking strength.

Installation Consideration

- Water; oil, grease, etc. create slippery conditions. Floor applications with exposure to these conditions require extra caution in product selection.
- Latex modified thin-set recommended for all porcelains.
- For highly slip resistant, through body, and unglazed porcelain tiles, special care should be taken when grouting with dark pigmented colors. A grout release is recommended to prevent finely powdered pigments from lodging in the pores of the tile surface.
- Tiles should be selected and mixed from multiple cartons and shading arrangement planned prior to installation.
- Special consideration needs to be given when installing tiles 20" and larger.
- Pre-grout sealing is recommended when installing all natural stone decorative accents. This prevents grout from staining the stone during the grouting process, and to ease in grout clean-up. After installation, sealing of the stone will reduce porosity and increase stain resistance. Use a penetrating or surface coating type of sealer, depending on desired aesthetic.
- Once the tile has been cleaned and dried after installation, grout joints should be treated with a sealer. Grout is porous and sealing it will simplify future maintenance (Epoxy grouts do not require a sealer at least twice a year for maximum stain protection).

WARRANTY SERVICE

The Shaw Information Center provides information about proper installation and maintenance of your Shaw hard surface product.

Much of this information is included in this booklet. If you have other questions, please feel free to write or call us.

If you think that there is a defect in your hard surface product that is covered by one of the Shaw warranties, you must notify the Shaw retailer who sold you the product. Your retailer will be able to file the claim with Shaw for you. If you are unable to contact your retailer or do not receive satisfaction, write:

Shaw Industries
Financial Services
P.O. Box 40
Mail Drop 026-04
Dalton, GA 30722-0040

Be sure to include a full description of the problem, photos if available, and proof of purchase showing the price paid for the product.

How to contact the Shaw Information Center

1.800.441.7429 or shawfloors.com/customer-care/contact-us