



3358 Carpet Capital Drive . Dalton, GA 30720 . 800.367.2508 . fax: 706.277.1485 . northwestcarpets.net

## Policy & Guidelines

1. Claims will be considered for manufacturing defects only. Claims will be considered only when the product has been installed as intended and under proper specification. Northwest Carpets, Inc. cannot assume responsibility, real or implied, for carpet that has been installed in a manner inconsistent with its intended use.  
  
Claim for visible defects or incorrect color and style will not be considered after the carpet is installed. Dealers are responsible for final inspection of all merchandise for correct style, color, dye lot, and any other visible defects before cutting and installing. Claims for carpet installation charges will not be considered on carpet installed with visible defects.
2. Claims for manufacturing defects, discovered following carpet installation will generally not be considered until merchandise has been inspected by a mill representative or an assigned mill agent and a claim form has been completed by the agent or dealer and forwarded to the Technical Services Department of Northwest Carpets, Inc.
3. Claims will not be considered for carpet sold as second quality, irregular, mill end and remnants or at a substantial discount price from list. Warranties, such as wear warranties or stain removal warranties by Northwest Carpets, Inc. or yarn manufacturers are not applicable to such products.
4. Returned merchandise will be accepted only when authorized by Northwest Carpets Technical Services Department. All merchandise is subject to mill inspection, and credit will be issued according to validity of the complaint. Northwest Carpets, Inc. will not accept merchandise unless an authorized mill representative has provided a return authorization. Northwest Carpets, Inc. will refuse any returns without a RA and the dealer will incur the freight charges.
5. Merchandise received in damaged condition, either visible or concealed, constitutes carrier responsibility and claims should be submitted to the carrier. Our receipt from the carrier acknowledges that they received the merchandise in good condition.
6. All correspondence pertaining to these claims will be handled through the seller and follow the distribution channel to Northwest Carpets, Inc.
7. Northwest Carpets, Inc. may reserve the right to repair or replace defective merchandise at the mills' discretion.
8. All claims for latent manufacturing defects must be presented to Northwest Carpets, Inc. within 12 months of the original invoice date unless covered by a specific warranty.
9. Northwest Carpets, Inc. may charge a restocking fee plus any additional freight charges for any accommodation return.
10. Final disposition of all claims remains the sole responsibility of Northwest Carpets, Inc. Technical Services Department. Any offer, adjustment, or recommendation made by anyone other than the Technical Services Department is not binding on Northwest Carpets, Inc.



3358 Carpet Capital Drive . Dalton, GA 30720 . 800.367.2508 . fax: 706.277.1485 . northwestcarpets.net

12. An offer and acceptance of an allowance or adjustment will be considered final disposition of a claim but is not an admonition of guilt related to quality or goods, incidental or consequential damages. Any settlement or allowance will be issued in the form of a credit memo used toward future purchases.
13. All carpet must be installed according to the Residential Carpet Installation Standard (CRI 105) or the Commercial Carpet Installation Standard (CRI 104). Evidence that these recommended specifications were not adhered to would be a basis for disallowance of a claim.
14. Claims for roll shortages will be considered only on measured, uncut rolls.
15. Claims will not be considered for carpet that has been damaged as a result of improper or inadequate maintenance.
16. No claim will be considered for goods that have been subjected to water damage or other abuse.
17. Unauthorized deductions from remittances are subject to charge back, plus interest, factoring charged, loss of terms on invoices involved and/or suspension of credit privileges.
18. A change in backing material by northwest Carpets, Inc. is not the basis for a claim.
19. No claim will be honored where improper cushion has been specified of cushion failure has occurred.
20. Northwest Carpets, Inc. assumes no responsibility for changes in appearance due to after market carpet cleaning or topical treatments.
21. Claims will not be considered for pattern side-match of printed carpet, i.e., Commercial Prints.
22. Claims will not be considered for roll crush, as this is not a manufacturing defect. Roll crush usually occurs after the carpet is manufactured. Mostly due to transit, storage or handling process.
23. Color may vary slightly from dye lot to dye lot. Claims will not be considered for color variations within accepted tolerances. It is the customer's responsibility to confirm final dye lot received.
24. Inspectors sent to property or warehouse after one year, from the date of the original invoice, will be at the cost of the customer.

**For questions or comments please contact Northwest Carpets, Inc. Technical Services Department toll free at 1-800-367-2508 or by fax 705-259-9014.**