



This brochure contains details of all the limited warranties featured on NFA Mohawk SmartLIFE carpet. However, not all warranties apply to all NFA Mohawk carpets. The specific warranties applicable to each individual style are designated on the samples featured by the authorized NFA Mohawk carpet retailer at the time of the carpet purchase.

Please keep this brochure with these other important papers regarding your carpet:

- Original invoice
- Cleaning receipts

Retaining these documents ensures that, in the unlikely event of a claim, you'll have all the necessary paperwork handy. Mohawk also recommends keeping a 2' x 3' piece of carpet from your installation for your warranty and in case you ever need to make a repair.

If you have any questions regarding your product warranty, visit our website at [mohawkflooring.com/NFAwarranty](http://mohawkflooring.com/NFAwarranty).

Additionally, you may contact Technical Services at [product\\_tech@mohawkind.com](mailto:product_tech@mohawkind.com) or 888-387-9881.

All warranty information in this brochure is effective January, 2020.

# MOHAWK LIMITED WARRANTY CHART\*



SmartStrand *Silk*  
RESERVE

SmartStrand *Silk*  
FOREVER CLEAN

SmartStrand *Ultra*  
FOREVER CLEAN

SmartStrand  
FOREVER CLEAN



**LIFETIME ALL OTHER STAINS WARRANTY THAT APPLIES TO THE PRODUCTS LISTED HERE**

<b>CARE</b>	<b>General Stain</b>	Lifetime
	<b>Household Pet</b>	Lifetime
	<b>Soil</b>	Lifetime
	<b>All Other Stains SmartLife Warranty</b>	Lifetime
<b>QUALITY</b>	<b>Abrasive Wear</b>	25-year
	<b>Texture Retention</b>	25-year
	<b>Fade Resistance</b>	25-year
	<b>Manufacturing Defects</b>	25-year
	<b>Coverage</b>	Material, labor & stairs
	<b>Additional Features</b>	Non-Prorated; Transferable; 60-Day Satisfaction Assurance Guarantee (applies only to retail purchases; labor excluded)

\*This chart only provides an overview of warranties. Please refer to actual warranties on pages 4–5 of this brochure and pages 3–9 of the Mohawk carpet warranty brochure for complete details on specific coverages

\*NFA SmartLIFE warranty applies only to SmartStrand styles equal to or greater than 35 oz, Wear-Dated Nylon styles equal to or greater than 35 oz, and SmartStrand or Wear-Dated patterned styles equal to or greater than 32oz

This brochure only contains the warranty terms exclusive to NFA SmartLife Warranty. All regular terms and conditions apply and can be found in the standard Mohawk warranty on Mohawkflooring.com.

# **SMARTLIFE 60-DAY SATISFACTION ASSURANCE GUARANTEE**

**For all SmartStrand® Forever Clean  
and Wear-Dated® products**

To the original purchaser of products covered under this guarantee: if, within sixty (60) days after installation, you wish to change your new carpet for a different style or color, your NFA Mohawk SmartLIFE carpet retailer will replace it free of charge with another NFA Mohawk SmartLIFE carpet style or color of equal or lesser value. Should you wish to replace your flooring with a carpet upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced carpet is selected.

This is a one-time-only replacement and does not include replacement of cushion. Simply contact your NFA Mohawk SmartLIFE retailer within the time frame of this guarantee and indicate you wish to choose another Mohawk carpet under the 60-Day Satisfaction Guarantee. This is a satisfaction guarantee and does not apply to matters covered by other warranties. Replacement includes the cost of NFA Mohawk SmartLIFE carpet only and does not include labor to remove previous carpet, install the new carpet, move furniture, construct permanent built-ins such as cabinets and bookcases, or move or install equipment or electronics. No replacement will be made with respect to carpet that has been subjected to abuse, vandalism, or alteration or damaged by smoke, fire, flood, wind, lightning, or any other casualty event.

## **LIFETIME ALL OTHER STAINS RESISTANCE LIMITED WARRANTY (Also known as NFA SmartLife Clean Carpet for Life Warranty)**

### **For all NFA Mohawk SmartLIFE® products**

For the Warranty Period stated, if your NFA Mohawk SmartLIFE™ carpet that is in the NFA Mohawk SmartLIFE™ or NFA SmartSolutions™ collection becomes stained by substances that are excluded from the standard Stain Resistance Limited Warranty (non-food and non-beverage stains. See the Mohawk carpet warranty brochure for details), the affected area of the carpet will be repaired or replaced. This coverage is subject to the following conditions:

- The food and beverage stains covered by the standard Stain Resistance Limited Warranty will still be covered during the Warranty Period by that limited warranty for your carpet.
- If the carpet is still noticeably stained after a professional cleaning, we will, at our option, repair or replace the affected area of your carpet under this Lifetime All Other Stains Resistance Limited Warranty (SmartLIFE™).
- During the remaining coverage years following your carpet purchase, the limited warranty covers a percentage of the original purchase price of the carpet depending on when you report the claim to your retailer. Please see proration chart on page 5.
- Mohawk will not pay any costs associated with removing and disposing of your old carpet. Mohawk NFA SmartLife warranty will pay labor for installing the replacement carpet. If the identical carpet is not available, a NFA Mohawk SmartLIFE™ carpet of comparable quality and value must be selected. Comparability in carpet specifications is determined by Mohawk.
- The Lifetime All Other Stains Resistance Limited Warranty (NFA SmartLIFE™) for your carpet that is in the NFA Mohawk SmartLIFE™ or NFA SmartSolutions™ collection excludes fading, shading or pile reversal, matting, crushing, wear, odor, burns, water damage, damage from improper cleaning or maintenance, damage from abnormal use or conditions, abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster, or any act of God.
- Other terms and conditions apply. Please see [mohawkflooring.com/NFAwarranty](http://mohawkflooring.com/NFAwarranty)

## **Proration schedule for the Lifetime All Other Stains Resistance Limited Warranty**

(Also known as the NFA SmartLife Clean Carpet for Life Warranty)

For the All Other Stains Limited Warranty, carpet costs are prorated.

<b>Proration Year</b>	<b>Proration for Lifetime All Other Stains Resistance Limited Warranty</b>
<b>Year 1-7</b>	<b>100%</b>
<b>Year 8</b>	<b>90%</b>
<b>Year 9</b>	<b>90%</b>
<b>Year 10</b>	<b>90%</b>
<b>Year 11</b>	<b>80%</b>
<b>Year 12</b>	<b>70%</b>
<b>Year 13</b>	<b>60%</b>
<b>Year 14</b>	<b>50%</b>
<b>Year 15</b>	<b>40%</b>
<b>Year 16</b>	<b>30%</b>
<b>Year 17</b>	<b>25%</b>
<b>Year 18</b>	<b>20%</b>
<b>Year 19</b>	<b>15%</b>
<b>Year 20 and beyond</b>	<b>10%</b>



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