

## CARPET

Our goal is your complete satisfaction, and we aim to achieve it by setting realistic expectations. To ensure that you have a clear understanding of this product's general performance, we've outlined the key points covered in the video. Please review this document carefully, and if you have any additional questions or need clarification on any issues, feel free to ask your design consultant.

- Most carpet products are manufactured in 12' widths and all will require seaming. The seam layout will be determined by the size of the roll. Our professionals use modern techniques to minimize seams, but seams are normal and will be visible.
- Loop, patterned and low profile carpet, such as Berber, tend to show seams more than cut pile styles. The visibility of seams will vary depending on various factors such as textures, colors and lighting. The visibility of carpet seams will be reduced once window treatments and furniture are in place.
- When a carpet is bent, such as on a stair tread, the backing may be visible. The degree of visibility will vary with carpet texture and colors.
- The application of improper chemicals or soil retardants without written authorization from the manufacturer may void some warranties.
- Berber Carpet can become frayed from vacuum cleaner beater bars. Investing in a vacuum cleaner that does not have a beater bar can prevent this frayed appearance.
- Dark, gray-colored lines can appear in areas of carpet where airflow is strongest. This is known as filtration soiling, which can be minimized by reducing the amount of tracked-in soil, dust, and other pollutants that may enter your home.
- "Shedding" is a normal occurrence in new carpets, especially staple fibers. An abundance of carpet fiber in the vacuum cleaner is common after a recent carpet installation. Don't worry - this is to be expected. Your carpet is not "falling out."
- Some carpet styles, like Saxony, will show footprints, especially in high traffic areas.
- New carpet has a distinct odor. The odor is proven to have no harmful health effects and it will wear off over a short period of time.
- Cushion color may vary from the color you saw in the showroom when making your selection, but the quality will remain the same.
- Stain protection will help you guard your carpet against stains. Be sure to understand what is covered in your specific carpet's warranty, as warranties do vary.