

Modular Carpet 15-Year Limited Warranty

Totally Enterprises, LLC warrants its modular tile against excessive wear, (10% Fiber loss by weight) edge ravel and backing separation for a period of 15 years from date of manufacture's invoice. Carpet must be installed and maintained in accordance with Totally Enterprises, LLC modular installation and maintenance procedures. Failure to conform to these procedures will result in loss of Warranty coverage.

Totally Enterprises, LLC warrants its modular tile against excessive static electricity (greater than 3.5 Kilovolts @ 20% relative humidity and 70 degrees Fahrenheit) for a period of 15 years from date of manufacture's purchase. (AATCC-134)

Chair Pads are recommended, but not required. Carpet exposed to rolling chair casters (without pads) will exhibit textural changes to the carpet and will demand higher levels of maintenance.

Moisture and pH testing is required. It is the responsibility of the General Contractor, owner or owner's representative to test subfloors for carpet tile installation suitability. This is not Totally Enterprises, LLC's responsibility.

Product or installation failures due to excessive moisture or elevated pH is excluded from this warranty. Excessive Readings are defined as follows:

- * pH greater than 9.0 (ASTM F-710)
- * Maximum relative humidity is not to exceed 90% RH (ASTM F-2170)

Please refer to Totally Enterprises, LLC's Technical bulletins or installation instructions for specific procedures and test methods.

If product fails to perform under the provisions of this warranty, the affected area will be repaired to meet the warranty standard. At its discretion, Totally Enterprises, LLC may replace the affected area(s) with a comparable product or refund the original Totally Enterprises, LLC invoice amount for the affected areas. Totally Enterprises, LLC reserves the right to utilize an independent qualified labor provider to perform warranty work. Totally Enterprises, LLC liability is limited to the repair or replacement of warranted product and does not include incidental, or consequential damages beyond cost of the repair or replacement. If replacement becomes necessary, removal of equipment, furnishings, partitions, etc... are responsibility of owner.

This warranty excludes: pulls, tears, cuts, burns, neglect, abuse, pilling, matting, shading, excessive wear on stairs, pile crush, floods, excessive moisture, elevated pH, and any product installed or maintained outside of Totally Enterprises, LLC's recommended procedures.

This warranty applies to original purchaser at original installation site. Warranty is not transferable.

Edge sprouting on carpet tiles constructed with cut & loop or, all loop carpet construction are normal and not considered a defect.

Pattern and seam visibility on certain constructions, yarn types and patterns will appear differently when viewed from one direction versus another. This is normal with all textiles and not considered a defect.

Totally Enterprises, LLC makes no other representations or warranties expressed or implied and disclaims any and all other warranties that may arise by operation of law, including without limitation any warranty of merchantability or fitness of its products for any particular purpose.

Broadloom Carpet 10-Year Limited Warranty

Totally Enterprises, LLC warrants its broadloom carpeting against excessive wear for a period of 10 years from date of Manufacturer's Invoice. Carpet must be installed and maintained in accordance with Totally Enterprises, LLC broadloom installation and maintenance procedures. Failure to conform to these procedure will result in loss of Warranty coverage.

Totally Enterprises, LLC Warrants its broadloom carpeting against excessive static electricity (greater than 3.5 Kilovolts @ 20% relative humidity and 700 Fahrenheit) for a period of 10 years from date of manufacture's purchase. (ATCC – 134)

Carpet will not suffer excessive surface wear (more than 10% by weight of face fiber due to abrasion) edge ravel, delamination, or tuft bind issues under normal commercial use for a period of 10 years from date of invoice.

Chair Pads are highly recommended, carpet exposed to rolling chair casters (without pads) will exhibit textural changes to the carpet and will demand higher levels of maintenance.

Moisture and pH testing is required. It is the responsibility of the General Contractor, Owner, or Owners Representative to test subfloors for carpet installation suitability. This is Not Totally Enterprises, LLC's responsibility.

Product or installation failure due to excessive moisture or elevated pH is excluded from this warranty. Excessive Readings are defined as follows:

- pH greater than 9.0 (ASTM F – 170)
- Maximum Relative Humidity not to exceed 80% RH (ASTM F – 2170)

Please refer to Totally Enterprises, LLC's Technical bulletins or Installation Instructions for specific procedures and test methods.

If product fails to perform under the provisions of this warranty. The affected area will be repaired to meet the warranty standard. At its discretion, Totally Enterprises, LLC may replace the affected area(s) with a comparable product or refund the original Totally Enterprises, LLC invoice amount for the affected area(s). Totally Enterprises, LLC reserves the right to utilize an independent qualified labor provider to perform warranty work. Totally Enterprises, LLC liability is limited to the repair or replacement of warranted product and does Not include incidental, or consequential damages beyond cost of the repair or replacement. If replacement becomes necessary, removal of equipment, furnishings, partitions, etc. are responsibility of owner.

This warranty excludes: pulls, tears, cuts, burns, neglect, abuse, pilling, matting, shading, excessive wear on stairs, pile crush, floods, excessive moisture, elevated pH and any product installed or maintained outside of Totally Enterprises, LLC's recommended procedures.

Sprouting of carpet yarns on cut & loop or, all loop carpet constructions are normal and not considered a defect.

Pattern visibility on certain constructions, yarn types and patterns will appear differently when viewed from one direction versus another. This is normal with all textiles and not considered a defect.

This warranty applies to original purchaser. Warranty is not transferable.

Totally Enterprises, LLC makes no other representations or warranties expressed or implied and disclaims any and all other warranties that may arise by operation of law, including without limitation any warranty of merchantability or fitness of its products for any particular purpose.