



**PREFERRED CHOICE**  
High Performance Carpet

## Hassle-Free Warranty

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*The following details the Residential Limited Warranty issued by Frontier Surfaces for all SmartSoft high-performance residential carpets. This warranty applies to SmartSoft high-performance residential carpet purchased on or after February 1, 2019.*

**WHO IS COVERED:** This warranty protects you, the original purchaser, if you have purchased a Frontier Surfaces SmartSoft carpet made from SmartSoft high-performance fiber for your own residential use in an owner-occupied residence. This warranty is transferable only if proof of purchase can be supplied by both parties.

**WHAT THIS RESIDENTIAL LIMITED WARRANTY COVERS:** Subject to the conditions and exclusions below, the following outlines the SmartSoft Residential Limited Warranty coverage. This prorated warranty includes reasonable labor for installation for one (1) year after the date of purchase. Should a defect covered under this limited warranty occur, see the section "What Frontier Surfaces Will Do."

**5-YEAR HASSLE-FREE WARRANTY:** Frontier Surfaces warrants that for five (5) years after purchase your SmartSoft brand, high-performance residential carpet will 1) remain stain resistant against common household stains\* 2) resist soiling by common household soil; 3) remain free of wrinkles, tuft-bind, edge ravel, and delamination; 4) be free of manufacturing defects, and 5) not exhibit significant twist loss or loss from foot traffic.

This warranty specifically excludes: any carpet which has been treated with any silicone-based anti-soil treatments after installation; any carpet in any nonresidential use; any carpet subjected to abnormal abuse or abusive conditions; and damage due to the application of improper cleaning agents. Failure to follow recommended carpet care and cleaning instructions described in Frontier Surfaces' Care and Maintenance brochure may result in damage to your carpet that will not be covered by your warranty. Affected areas should be cleaned immediately upon discovery. Stains will become more difficult to remove the more time that elapses before removal.

Frontier Surfaces will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

Carpet must be correctly installed in a proper indoor installation following the Carpet & Rug Institute Residential Installation Standard CRI-105, using a suitable pad that meets FHA/HUD requirements. (Note: Frontier Surfaces recommends a pad with a maximum thickness of 1/2" for optimum performance.) Consult your dealer for details.

**PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF.** While your SmartSoft carpet is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable. Frontier Surfaces may, at its sole option, elect to have the affected area of the carpet cleaned professionally.



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**WHAT IF YOU NEED WARRANTY SERVICE?** The Frontier Surfaces Consumer Concierge Team provides information about proper installation and maintenance of your SmartSoft carpet. If you have other questions, please feel free to email [eugene.stiltner@frontiersurfaces.com](mailto:eugene.stiltner@frontiersurfaces.com) or call 717-599-6284. Ask your Frontier Surfaces dealer for any supplemental warranty statement that may apply to your SmartSoft carpet when you make your purchase.

If you believe that there is a defect in your carpet that is covered by this warranty, you must notify the Frontier Surfaces dealer who sold you the carpet. Your dealer will be able to file the claim with Frontier Surfaces on your behalf. If you are unable to contact your dealer please contact Frontier Surfaces at: *Frontier Surfaces, Attn: Service & Warranty 6303 Allentown Blvd. Harrisburg, PA 17112*. Be sure to include a full description of the problem, including photos, and proof of purchase showing the price paid for the carpet excluding pad and labor.

**WHAT FRONTIER SURFACES WILL DO:** Should a defect covered under this warranty above be found, the affected area will be repaired to conform to the warranty. If Frontier Surfaces determines repair is not commercially practical, Frontier Surfaces may, at its sole discretion, replace the affected product or refund the proportional purchase price for the affected area. Frontier Surfaces will pay the reasonable costs for freight and for labor if within one (1) year of the date of purchase where applicable. Any costs incurred due to the moving of equipment, furnishings, partitions, etc., that were installed over the SmartSoft brand product, will be at your sole expense. Any moisture related testing (i.e. Calcium Chloride, % Relative Humidity, and pH) is not the responsibility of Frontier Surfaces and all issues related to moisture, including any product related issues, are excluded from this warranty.

**PRORATED WARRANTY:** This SmartSoft brand carpet is designed to last for five (5) years. Any warranty claims will be processed on a prorated basis. After one (1) year from date of purchase, claims will be 80%; 60% after year two (2); 40% after year three (3), 20% after year four (4). Once five (5) years from date of purchase has passed, the carpet is beyond its usable life for warranty purposes.

**IMPLIED WARRANTIES: NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND TERM OF THIS WRITTEN FS WARRANTY.** By implied warranties we refer to those that the law presumes to have been given by the seller even though they are not set out in writing.

**PLEASE NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

**YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY.** This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under this warranty states the limit of Frontier Surfaces.

*\*See full warranty guide for further clarification*