

## LIFETIME COMMERCIAL LIMITED WARRANTY for OFFICESMART CARPET TILE

**OFFICESMART Carpet Tiles feature EcoWorx™ backing, a high performance pre-coat laminated to a proprietary state-of-the-art thermoplastic polyolefin compound with a fiberglass reinforcing layer.**

The following is the Lifetime Commercial Limited Warranty issued by Julie Industries, Inc for our OFFICESMART Carpet tile with EcoWorx backing.

This Lifetime Commercial Limited Warranty begins when the carpeting is purchased. The carpet must be installed in accordance with Julie Industries installation guidelines and specifications. The carpet must be maintained in accordance with Julie Industries maintenance (carpet care) recommendations and such maintenance (carpet care) continues throughout the duration of the original installation.

The Lifetime is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original Julie Industries invoice or authorized Julie dealer invoice.

Installation guidelines and specifications along with carpet care recommendations can be obtained from your dealer or from Julie Industries customer service at 1.978.276.0820 or on-line at [www.julieind.com](http://www.julieind.com).

**This Limited Warranty covers the following elements and is subject to the following limitations:**

### **FIBER: ABRASIVE WEAR**

Julie Industries, Inc. warrants that its product will lose no more than 10% pile face fiber, by weight during the lifetime warranty period. This warranty does not cover appearance retention, matting and crushing or normal appearance changes in high traffic areas.

### **FIBER: STAIN WARRANTY**

Julie Industries, Inc. warrants, for the duration of this warranty that carpet made exclusively with 100% Solution dyed nylon, will resist permanent stains caused by spills of all acid base substances.

### **FIBER: COLORFASTNESS to Light and Atmospheric Contaminants Warranty**

Julie Industries, Inc. warrants that carpet made with 100% Solution dyed nylon, when installed and maintained as recommended by Julie Industries, for indoor use only,

will not display a significant change in color due to exposure to light or exposure to atmospheric contaminants (Ozone or Oxides of Nitrogen) for the warranty period.

### **FIBER: STATIC PROTECTION**

Julie Industries, Inc. warrants during the period that its OFFICESMART product will prevent electrostatic buildup in excess of 2.0 kV when tested using AATCC Test Method 134 at 20% RH.

### **BACKING: TUFT BIND**

Julie Industries, Inc. warrants that the high performance thermoplastic polyolefin tile backing system will provide superior tuft bind properties in high traffic environments for the lifetime warranty period.

### **BACKING: EDGE RAVEL**

Julie Industries, Inc. warrants that the high performance thermoplastic polyolefin tile backing system will not edge ravel, for the lifetime warranty period.

### **BACKING: INTEGRITY/DELAMINATION**

Julie Industries, Inc. warrants that the secondary backing of this product will not delaminate from the primary backing during the warranty period. This also warrants, under normal use, against "cupping," "doming," "curling," or "dishing" of carpet tiles.

### **NOTIFICATION OF CLAIMS AGAINST WARRANTY**

This warranty does not cover dissatisfaction, problems or damage due to installation or maintenance other than as recommended by Julie Industries. All claims under this warranty must be submitted, in writing, within five (5) days of discovery of any defect to:

### **Julie Industries**

PO Box 153  
North Reading, MA 01864  
Attention: Manager, Warranty Claims  
Telephone: 978-276-0820

Status of claims will be based on complete inspection of installation. All claims not submitted in writing and received by Julie Industries within the time period specified above shall be waived.

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### OBLIGATIONS OF WARRANTOR

Julie Industries, Inc. will, within thirty business days of receipt of a written claim under this limited warranty, designate a representative to inspect the product and evaluate the warranty claim. Any portion of the OFFICESMART carpet tile not performing as stated will be repaired to conform to the warranty. If repair is not commercially practical, Julie Industries, Inc. may, at its option, replace the affected carpet or refund the proportional purchase price for the affected area. Carpet installed on stairs or in areas subject to pallet jacks, forklifts, or abnormal foot traffic is excluded. This warranty does not cover burns, cuts, fading, matting, pills, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods. Incidental and consequential damages are not the responsibility of Julie Industries, Inc., and, to the extent permitted by law, are hereby excluded as to both property damage and personal liability. Replacement carpet will come only from current running-line standard performance products comparable to the warranted product.

### LIMITATION OF LIABILITY

THE WARRANTY SET FORTH IN THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND JULIE INDUSTRIES, INC. DISCLAIMS ANY AND ALL OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTY ARISING OUT OF A COURSE OF DEALING OR PERFORMANCE, CUSTOM OR USAGE IN THE TRADE. YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY DEFECT IN ANY PRODUCT SHALL BE THAT SET FORTH ABOVE IN THIS LIMITED WARRANTY.

IN NO EVENT SHALL JULIE INDUSTRIES, INC. BE LIABLE TO THE CUSTOMER, ITS EMPLOYEES OR AGENTS OR TO ANY OTHER THIRD PARTY FOR ANY INDIRECT, SPECIAL, EXEMPLARY, INCIDENTAL OR CONSEQUENTIAL DAMAGES, DAMAGE TO PERSONS OR PROPERTY ARISING OUT OF OR IN CONNECTION WITH THE PRODUCT OR SERVICES PROVIDED BY JULIE INDUSTRIES, INC. TO THE CUSTOMER.

THIS LIMITED WARRANTY, INSTALLATION INSTRUCTIONS AND MAINTENANCE INSTRUCTIONS ARE SUBJECT TO CHANGE. PLEASE CONTACT JULIE INDUSTRIES FOR LATEST VERSIONS. WARRANTY PERIODS COMMENCE ON THE DATE OF PURCHASE OF THE PRODUCT BY THE BUYER OR END USER WHICHEVER IS FIRST.