



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.

Additionally, you may contact Technical Services at product_tech@mohawkind.com or 888-387-9881.

All warranty information in this brochure is effective June, 2021.

MOHAWK LIMITED WARRANTY CHART*



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



SmartLIFE Nylon

CARE	General Stain	Lifetime	Lifetime
	Household Pet	Lifetime All Pet	Lifetime Pet Urine Stain
	Soil	Lifetime	Lifetime
QUALITY	Anti-Static	Lifetime	Lifetime
	Abrasive Wear	25-year	25-year
	Texture Retention	25-year	25-year
	Fade Resistance	25-year	25-year
	Mfg. Defects	25-year	25-year
	Coverage	Material, labor & stairs	Material, labor & stairs
	Additional Features	Non-Prorated; Transferable; 120-Day Satisfaction Assurance Guarantee (applies only to retail purchases; labor excluded)	Prorated; Transferable; 120-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, SmartLIFE Nylon styles equal to or greater than 35 oz, and SmartStrand or SmartLIFE Nylon 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 120-DAY SATISFACTION ASSURANCE GUARANTEE

For all SmartStrand® Forever Clean and SmartLIFE Nylon products

To the original purchaser of products covered under this guarantee: if, within one hundred twenty (120) 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 120-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, clean 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 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. Mohawk will not pay any costs associated with removing and disposing of your old carpet.
- 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.

Custom Bound Area Rugs

If you purchased a bound carpet made from a Mohawk residential wall-to-wall carpet, the limited warranties are valid for bound carpets that are 6'x9' or larger. The limited warranties apply to normal, indoor household use only, and do not apply to labor and materials for binding or serging of the bound carpet. Any replacement under this warranty will be limited to only the carpet, the delivery of the carpet and the removal of the disposal costs related to the carpet being replaced. Binding costs, and other labor

charges, and any other charges are your responsibility. If your bound carpet is replaced, this limited warranty only covers one replacement.

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.

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



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