

15-Year Limited Warranty for Armstrong Commercial Carpet Tile

Armstrong (China) Investment Co., Ltd. ("Armstrong") grants to the original purchaser of Armstrong Commercial Carpet Tile ("Carpet") the limited warranty that the Carpet will be free from defects in material and workmanship for 15 years starting from the date when the Carpet is purchased by original purchaser from Armstrong's distributor ("Limited Warranty"). Armstrong's warranty obligations are limited to the terms and conditions hereunder.

The Carpet must be installed in accordance with Armstrong's installation guidelines and specifications. The Carpet must be maintained in accordance with Armstrong's maintenance (carpet care) recommendations and such maintenance (carpet care) shall continue throughout the duration of the installation and use.

The period of the Limited Warranty is limited to the period when the Carpet is owned and maintained by the original purchaser. Any warranty related claim must be based on the original invoice issued by Armstrong or Armstrong's authorized distributor.

Armstrong's installation guidelines and specifications along with carpet care recommendations can be obtained from Armstrong's distributor or by visiting Armstrong's website www.armstrongflooring.cn.

■ What the Limited Warranty covers:

Fiber - Abrasive Wear - Armstrong warrants that, under normal use, the Carpet using Armstrong's approved face fiber will lose no more than 10% of the pile face fiber, by weight, during the warranty period. The Limited Warranty does not cover appearance retention, matting and crushing and normal appearance changes in high traffic areas.

Fiber - Static Protection - Armstrong warrants that, under normal use, the Carpet will not generate static build-up in excess of 3.5 kv, during the warranty period as tested by AATCC Test Method 134.

Backing - Tuftbind/Zippering - Armstrong warrants that, under normal use, the Carpet will provide superior tuft bind properties in high traffic environments during the warranty period.

Backing - Edge Ravel - Armstrong warrants, under normal use, that the Carpet will not edge ravel during the warranty period.

Backing - Integrity/Delamination - Armstrong warrants, under normal use, that the secondary backing on the Carpet will not delaminate from the face Carpet during the warranty period.

Backing - Integrity/Dimensional Stability - Armstrong warrants that, under normal use, the Carpet coated with this high performance backing system will provide dimensional stability in accordance with China's light industry standard of Carpet Tiles (QB/T2755-2005) during the warranty period.

■ What you should do if any of the above problems occur and you need warranty service:

You (the original purchaser) should notify the authorized Armstrong's distributor and/or your sales representative and submit the following written materials:

(1) A valid proof of purchase of the Carpet in the form of a sales invoice and other documents to prove the purchase of the Carpet.

(2) A detailed description of the defect and/or a photograph/sample that clearly shows the defect.

Please deliver the above written materials to Armstrong at 10/F Block B GreenLand Center, No.600 Middle Long Hua Road, Shanghai 200032.

Armstrong will designate a representative to inspect the Carpet and evaluate the warranty claim.

■ What Armstrong will do should you need warranty service:

Should a defect covered under this Limited Warranty be found, the affected area will be repaired to conform to the Limited Warranty. If repair is not commercially practical, Armstrong may, at its sole discretion, replace the affected area of the Carpet or refund the proportional purchase price for the affected area. This shall be the original purchaser's sole remedy.

Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Carpet will be at the original purchaser's expense. Additionally, all ancillary costs, including but not limited to charges for use of elevators, air conditioning fees, utility charges, after-hours access fees, freight cost, fees for loading/unloading, shall be borne by the original purchaser.

■ Limitations

The Limited Warranty does not apply to the Carpet which has been stored in an environment apparently higher or lower than normal temperature ($>40^{\circ}\text{C}$ or $< -10^{\circ}\text{C}$), or exposed to any environment with extreme temperature ($> 60^{\circ}\text{C}$ or $< - 30^{\circ}\text{C}$), or placed in bent or distorted shape or placed improperly for a long time. This Limited Warranty does not cover burns, cuts, fading, matting, pilling, pulls, odor, soiling, staining, tears or damage due to improper installation or due to improper cleaning agents or methods. The Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like) is also excluded from the Limited Warranty.

Additionally, the Limited Warranty does not cover any of the following damages:

- (1) damages caused by chlorinated or any other solvent-based cleaning agents;
- (2) damages caused by exposure to substances or contaminants that degrade or destroy the color of the Carpet;
- (3) damages caused by use of improper maintenance methods or unapproved maintenance service providers;
- (4) damages caused by sharp objects or the like;
- (5) damages caused by defect in the installation workmanship; or
- (6) damages caused by underlying floor.

After the Carpet leaves Armstrong's premise, Armstrong is not responsible for any change or modification to the Carpet. To the greatest extent not prohibited by the applicable law, in no event shall Armstrong be liable for incidental or consequential damages, whether in contract, warranty, negligence, strict liability, or otherwise.

Please note - This Limited Warranty is not transferable. It extends only to the original purchaser. Armstrong does not grant to any person or entity the authority to create for it any obligation or liability in connection with the Carpet. Armstrong shall not be liable to the original purchaser or any other person or entity for any incidental, special or consequential damages resulting from any breach of the Limited Warranty or any implied warranty (if any). All implied warranties (including an implied warranty of merchantability or fitness for a particular purpose), if applicable, are hereby limited to the warranty period.

阿姆斯壮品牌商用拼块地毯 15 年有限品质保证条款

阿姆斯壮（中国）投资有限公司（下称“阿姆斯壮”）给予阿姆斯壮品牌商用拼块地毯（下称“地毯”）的原始购买者本函下的有限品质保证：自原始购买者从阿姆斯壮经销商处购买地毯之日起的 15 年内，地毯没有材料本身或制造工艺的缺陷（下称“有限质保”）。阿姆斯壮的品质保证义务以本函条款和条件所列的为限。

地毯必须遵照阿姆斯壮的安装指南及规范进行安装。地毯维护必须遵照阿姆斯壮的维护（地毯保养）建议，并且该等维护（地毯保养）必须在地毯安装和使用的全部期间持续进行。

本有限质保的期间仅限于原始购买者拥有及维护地毯的期间。任何有关质保的索赔都必须基于阿姆斯壮或经阿姆斯壮授权的经销商出具的原始发票。

阿姆斯壮的地毯安装指南及规范和地毯保养建议可从阿姆斯壮经销商处获得，或者通过访问阿姆斯壮的网站 www.armstrongflooring.cn 获得。

■ 本有限质保包括：

纤维 – 擦洗磨损 – 阿姆斯壮保证，在正常使用的情况下，使用阿姆斯壮认可的表层纤维的地毯在质保期间表层绒损失率不大于 10%（按照重量计算）。本有限质保不包括外观保持、结团和起皱以及在频繁使用区域的正常外观改变。

纤维 – 静电防护 – 阿姆斯壮保证，在正常使用的情况下，根据美国纺织化学协会（AATCC）134 号测试方法的测试，地毯在质保期间不会产生集聚超过 3.5 千伏的静电。

底背 – 纱线附着力 – 阿姆斯壮保证，在正常使用的情况下，在质保期间内，地毯在频繁使用的环境下会具有优越的纱线附着特性。

底背 – 边沿松散 – 阿姆斯壮保证，在正常使用的情况下，地毯在质保期间不会产生边沿散线。

底背 – 完整性 / 分层 – 阿姆斯壮保证，在正常使用的情况下，地毯上的第二层底背在质保期间不会和地毯表层发生分层现象。

底背 – 完整性 / 尺寸稳定性 – 阿姆斯壮保证，在正常使用的情况下，地毯具有高性能的底背系统，将在质保期间根据中国轻工行业标准《拼块地毯》（QB/T2755-2005）保持尺寸稳定性。

■ 如果有上述问题发生并且您需要质保服务，您应该如何联系：

您（原始购买者）应该通知阿姆斯壮的授权经销商和 / 或您的销售代表，并且提供以下书面材料：

- (1) 一份有效的购买凭证，即：销售发票以及其他可以证明购买的文件。
- (2) 一份对缺陷问题的详细描述和 / 或可以清楚地显示缺陷问题的照片 / 样品。

请将上述材料寄送至阿姆斯壮，地址为上海市徐汇区龙华中路 600 号绿地中心 B 座 10 楼，邮政编码：200032。

阿姆斯壮将会指派专员对地毯进行检查并且评估您的质保索赔请求。

■ 如您需要质保服务，阿姆斯壮将会怎样负责处理：

如果发现本有限质保担保的缺陷，阿姆斯壮将维修受影响的区域使之符合本有限质保标准。如果修复不具有商业可行性，阿姆斯壮可自行选择替换地毯受影响的区域或者就受影响区域按比例退还部分购买价款。这应是原始购买者的唯一补偿。

为搬移安装在地毯之上的设备、装饰、隔断以及类似物品产生的任何费用需由原始购买者自行承担。此外，全部配套费（包括但不限于建筑物的电梯使用费、空调费、公用事业费、下班后进入的费用、运费和装卸费）都应由原始购买者承担。

■ 限制

本有限质保不适用于长时间储存在明显高于或者低于常温的环境（高于 40°C 或低于 -10°C）中的、暴露在极端温度的环境（高于 60°C 或低于 -30°C）中的、或以弯曲或变形的形状存放或者未适当存放的地毯。本有限质保不包括由于不适当安装或不适当的清洁剂或清洁方法导致的烧损、割破、褪色、结团、起球、抽丝、异味、玷污、弄脏、磨损或损害。安装在楼梯的地毯或者安装在非正常步行使用（如高尔夫球鞋、其他带钉的鞋、滑雪靴和类似的鞋子）区域的地毯也不在本有限质保范围内。

此外，本质保的范围不包括以下任何损坏或损害：

- (1) 由氯化或任何其他溶剂型清洗剂造成的损坏；
- (2) 由于暴露于降解或破坏地毯颜色的物质或污染物而造成的损坏；
- (3) 由于使用不恰当的维修方法或未经批准的维修服务提供者而造成的损坏；
- (4) 由尖锐物或类似品所造成的损害；
- (5) 因安装的工艺缺陷而带来的损害；或
- (6) 因底层地板（地面）所产生的损害。

在地毯离开阿姆斯壮之地点后，阿姆斯壮不负责对地毯进行任何更改或修改。在适用法不禁止的最大范围内，在任何情况下，阿姆斯壮都不对附带损失或间接损失承担赔偿责任，无论其是合同责任、担保责任、疏忽责任、严格责任或者是其他责任。

请注意：本质保是不可转让的。其仅适用于原始购买者。阿姆斯壮不授予任何个人或实体为阿姆斯壮创设与地毯相关的任何义务或责任的权限。就任何因违反本有限质保或任何默示的质保（如有）而产生的附带的、特殊的或间接的损害，阿姆斯壮不对原始购买者或任何其他个人或实体承担责任。所有默示质保（包括默示适销性质保或适合特定目的质保），如适用，均仅限于质保期间内有效。

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