



# LAURA ASHLEY HOME

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Carpet Care,  
Cleaning, &  
Warranty Guide

Congratulations on your purchase of fine Laura Ashley carpeting. Laura Ashley is committed to product quality, fashion forward designs and colours. Laura Ashley carpets are manufactured in the most technologically advanced facilities and must pass the most rigorous inspection process in the industry. This in-depth assortment of carpeting is designed to coordinate with the Laura Ashley family of products in order to create your Laura Ashley Home. Laura Ashley knows that your home is your haven and no matter what your lifestyle, Laura Ashley can assist you in achieving the look and feel you desire. By purchasing Laura Ashley carpeting, you have proclaimed your commitment to your home, your family, and friends.

Again, congratulations on your purchase. We truly appreciate your commitment to fine Laura Ashley products and hope that your carpeting will provide you with many years of satisfaction.

# LAURA ASHLEY HOME CARPET GUIDE

For maximum satisfaction and the protection offered by Beaulieu Residential's Laura Ashley warranties, it is equally important that your carpet be properly installed using the correct underlay (cushion) and that you follow recommended steps for the regular maintenance of your carpet and understand the correct procedures for proper stain removal. Please review carefully the information contained in this booklet. By following the guidelines set forth here, you can ensure years of beauty and performance from your Laura Ashley carpet.

## **CARPET CARE AND MAINTENANCE**

Production of quality carpets requires state-of-the-art equipment and stringent quality standards to ensure that carpets offer outstanding performance as well as a beautiful finish and fashionable styling. Beaulieu Residential is pleased to provide Laura Ashley carpets of exceptional beauty, exceptional value and exceptional performance. While Laura Ashley carpets have been produced to uncompromising standards, no carpet is maintenance free. The beauty of even Laura Ashley carpets will soon spoil if soiling and spills are ignored. No carpet is stain proof, however prompt attention to spots and spills using the easy procedures outlined here will help relieve your carpet from stains. It is important that you select a product suited to your lifestyle as well as your aesthetic needs. To enhance the beauty of your Laura Ashley carpet and to comply with the Laura Ashley Warranty Program, the following maintenance procedures are required.

## **INSTALLATION**

For best performance of Laura Ashley carpet, installation in accordance with the guidelines published in The Carpet and Rug Institute's Standard 105 is recommended. Laura Ashley carpet should be installed using underlay (cushion/padding) with a minimum 6 lbs. per cubic foot density and a thickness ideally up to 3/8", but never more than 1/2". To validate texture retention warranties, the above noted guidelines for installation and underlay are a REQUIREMENT. Note: Installation using underlay (cushion/padding) containing Butylated Hydroxy Toluene (BHT) is not recommended. BHT off gassing has been determined to be one of the primary

## **DEEP CLEANING**

In addition to vacuuming, overall deep cleaning on a periodic basis is necessary to keep the carpet looking its best. The frequency of this type of cleaning is dictated by the soiled condition of the carpet. When the surface first appears dirty, even after vacuuming, or first begins to show signs of matting, further delay could damage the carpet fibers. For Laura Ashley carpets, we recommend deep cleaning only by trained, qualified carpet care professionals when soiling in traffic areas begins to appear or at least once every 18 to 24 months. To validate certain Laura Ashley warranties, the above recommendation for deep cleaning is a REQUIREMENT. Proper cleaning solutions and proper pretreatment spray applications relevant to the fiber content of the carpet must be used by the carpet care professional. As nylon fibers are currently being utilized in our family of Laura Ashley carpets, other fibers could be incorporated into our program in the future. Be sure that you know the fiber content of the Laura Ashley carpet you have purchased and be prepared to provide that information to your carpet care professional. For assistance in locating qualified cleaning services, call: The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintains a registry of trained, certified specialists at 1-800-835-4624, or our Technical Services Department.

## **SPOTS AND STAINS**

Even with the most prudent care, your carpet will be subjected to various spills and soils. Laura Ashley carpets are resistant to most spots and stains, however, prompt cleanup of spills using Beaulieu's recommended methods for stain removal is a requirement. No carpet is stain-proof, however, prompt attention to spots and spills using the easy procedures outlined here will help relieve your carpet from stains.

## **WATER SOLUBLE MATERIALS**

These contaminants usually consist of surface litter, dry dust, grit and various soils and non-greasy food stains that tend to adhere to the fibers making their removal by vacuuming difficult. They will spread with foot traffic if not treated as soon as possible.

## **OIL BASED MATERIALS**

These stains are usually the most stubborn and aggravating. Included are cosmetics, fats, grease, oil, salad oils, polishes, paint, ink, tar, oil based materials, and waxes. If allowed to remain on the carpet for an extended period of time, i.e. 2-3 days, removal of the stain will not be 100% effective. We recommend you call a carpet care professional or our Technical Services Department on stains of this nature.

causes of "yellowing". "Yellowing" is not considered a manufacturing defect nor a violation of the Laura Ashley warranties, as it is not a permanent condition, but a condition (sometimes reoccurring) that can be prevented by the use of the proper underlay or corrected by the use of the proper removal procedure by qualified carpet care professionals. Yellowing can also occur as a result of using overly aggressive detergents.

### **Use entrance mats**

Taking care of your Laura Ashley carpet starts immediately after installation. The beauty and life of your carpet can be prolonged by noting the areas where the carpet collects the most foot soil. As much as 80% of the soiling is caused by foot traffic. The use of walk-off mats at all entrances - inside and outside is recommended. Be sure they are cleaned or changed frequently. If they become excessively soiled, you'll only track more soil onto your carpet. Soil is the greatest threat to your carpet's appearance.

### **Vacuum regularly**

The most important thing you can do for your carpet is to vacuum it regularly. Removing dirt particles will reduce abrasion that can dull carpet fibers. Use a vacuum with an adjustable pile height setting and a beater-bar (which will raise the pile while it removes soil). It is important that vacuuming be done daily and that proper vacuuming equipment be used. The upright type vacuum cleaner is best for Laura Ashley carpets. Built-in units and tank types are not as effective. (Note: HEPA Filtered Vacuum Systems will reduce the amount of particulate allowed to pass through the vacuum bag that could become respirable.) Set vacuum controls correctly.

### **CAUTION**

Be sure to adjust your vacuum as necessary to the height of the carpet pile. Proper vacuuming is essential to the proper maintenance of carpet. If not properly adjusted excessive brush agitation may cause damage to loop pile carpet. Areas receiving more traffic (hallways, entrances) will require more frequent vacuuming. Rather than vacuuming all of the carpet every day, concentrate the daily vacuuming in traffic areas, using a regular weekly schedule for the rest of the home. The vacuum cleaner should be pushed back and forth slowly, at least four passes in each direction, with the head set at the right height to enable suction to remove the soil. The equipment should be kept in good operating condition, changing the bags and filters frequently and following the manufacturer's directions.

### **Clean periodically**

Not only will periodic cleaning help prolong the life of your carpet, it's also a mandatory element of the maintenance requirements of the manufacturer's 10 year stain protection warranty. Please refer to the General Terms and Conditions for more information on proper maintenance and cleaning requirements.

## STAIN REMOVAL

Locate your stain on one of the charts below and follow the appropriate cleaning steps found on Page 6 until the stain is removed.

STAIN	SPECIFIC SOLUTION & PROCEDURES	STAIN	SPECIFIC SOLUTION & PROCEDURES
Asphalt	D	Kool-Aid	A, then blot with alcohol
Beer, Liquor	A	Latex Paint	A
Beet Juice	A, (☒)	Lipstick	D
Blood	A	Liqueur	A
Catsup	A	Medicine (FD & A Colours)	A
Cherry Cola	A, (☒)	Mouthwashes	A
Chocolate	D	Motor Oil (Used)	D
Coffee (Cream & Sugar)	D	Mustard	A, (@)
Cola	A	Nail Polish	G
Cooking Oil	D	Paint - Oil Base	D
Cough Syrup	Blot with alcohol, (☒)	Orange Juice	A, (☒)
Cranberry Juice	A, (☒)	Orange Soda	A
Crayons	D	Pet Feces	A
Dirt	F	Pet Urine	C
Egg	A, (✓)	Prune Juice	B
Felt Marker	D, E	Red Clay Soil	F
Furniture Polish	E	Rouge	D
Furniture Stain	D	Rust	A, (@)
Gelatins	A	Shoe Polish	D
Grape Juice	B	Slime (Toy)	H
Grape Soda	A, (☒)	Tea	D
Grease	D	Urine	A, (✓)
Hawaiian Punch	A, (☒)	Vinegar	B
Ink (Water Soluble)	A, (☒)	Vomit (Human & Pet)	A, (☒)
Ink (Ball Point, Permanent)	D	Watercolours	A
Iodine	A, E	Wine	A, (☒)

☒ - May require blotting with hydrogen peroxide.

@ - May require blotting with white vinegar.

✓ - Follow by blotting with a non-sudsing ammonia 1:5 with water.

### Water-based stains

For these stains, start with step A. If stain remains, proceed with steps B and C.

Alcohol	Cranberry juice	Liquor
Baby formula	Food stains	Milk
Beer	Latex paint	Soft drinks
Blood	Fruit juice @	Soil spots
Candy	Fruit punch @	Syrup
Catsup	Furniture polish	Tomato juice
Chocolate	(water based)	Vomit
Chocolate milk	Grape juice	Wine
Clay	Graphite	Water
Cola	Ice cream	Water colours
Cologne	Jelly	Whiskey

Special water-based stains: Coffee, Tea and Urine. For these stains, proceed with step A. If stain remains, omit step B and proceed to step C.

### Greasy, oil-based stains

For these stains, use a dry cleaning fluid such as Carbona® or Energine®. Follow directions on package. If the stain remains, proceed with the A-B-C cleaning method.

Butter	Gravy	Nail polish
Chocolate	Grease (black)	Oil
Cooking oil	Gum*	Oil paint
Cosmetics	Hand cream	Ointment
Crayon	Ink	Rouge
Furniture dye	Lipstick	Salad dressing
Furniture polish (oil based)	Margarine	Tar
Glue*	Mascara	Varnish
	Mayonnaise	Wax*

\*Freeze and remove solid materials before using dry cleaning fluid.

No carpet is completely stain-proof. Certain products contain colour destroying chemical substances that can cause your carpets to become permanently discoloured. The following items are not covered by the stain warranty.

- Acne medications and skin creams
- Bathroom cleaners
- Bleaches
- Drain cleaners
- Furniture polish
- Insecticides
- Oven cleaners
- Paints
- Plant foods and fertilizers
- Toilet bowl cleaners
- Tub and tile cleaners
- Urine and vomit

Immediate attention to spots and spills will make removal easier. Always blot the area to be cleaned. One of the best agents to use on water based spills is Club Soda. Keep a bottle handy, at room temperature, for emergencies. After blotting to remove the spill, dribble a little Club Soda on the spill, let it set for a moment then blot again to remove the stain. If stain persists, use the appropriate cleaning method outlined on the previous page.

### STAIN REMOVAL GUIDE

It is important that you ACT QUICKLY! Refer to the guide for a list of solutions and specific procedures by stain type. More difficult stains may require multiple cleanings. (When more than one step is recommended, proceed to the second solution only, if after several applications of the first solution, the stain is not removed.)

A. 1. Blot excess stain or liquid. 2. Soak with lukewarm water one minute and blot with sponge or paper towel. 3. Repeat until no stain is evident on towel or sponge. 4. If stain persists, use 1/2 teaspoon liquid hand/dish detergent containing no lanolin mixed with 1 pint water and press into stained area with fingers. Blot excess, rinse with clear lukewarm water to remove detergent and blot dry. 5\*. If stain persists, add water again, fold terry cloth toweling at least 1/2" thick and place over stain with weight. Check toweling every five minutes, or until blotter is stain free (this procedure may need to be repeated with deep stains). 6. Brush up pile and allow to dry before walking on carpet.

\*If stain persists, blot with 3% hydrogen peroxide. If stain reoccurs, add water again and blot with 3% hydrogen peroxide.

B. 1. Blot excess stain or liquid. 2. Soak with lukewarm water one minute and blot. 3. Apply hydrogen peroxide, immediately follow with household ammonia and blot. 4. Rinse with water and blot. 5. If stain persists, follow guidelines 4-6 of Method A\*. NOTE: By adding ammonia to peroxide you may destabilize the phosphorus acid in peroxide and can cause severe oxidation (bleaching in coloured carpets!).

C. 1. Blot or scrape off excess stain or liquid. 2. Vacuum particles and soften stain with alcohol or dry cleaning solvent and blot immediately. 3. If stain persists, follow guidelines 4-6 of Method A.

D. 1. Blot excess stain or liquid. 2. Wet stain with alcohol or dry cleaning solvent and blot dry immediately. Repeat two times. 3. If stain persists, follow guidelines 4-6 of Method A.

E. 1. Blot to remove excess stain or liquid. 2. Rinse with clear, lukewarm water and blot dry. 3. If cleaning method fails to remove stain, have affected area replaced (plugged) by professionals.

F. 1. Allow area to dry and vacuum excess. 2. Soak with lukewarm water for one minute and blot with sponge or paper towel. Repeat until no stain is evident on towel or sponge. 3. If stain persists, follow guidelines 4-6 of Method A.

G. 1. Blot excess. 2. Apply nail polish remover and blot immediately. Repeat until no stain is evident on blotter. 3. Brush up pile and allow to dry before walking on carpet.

H. 1. Scrape off excess. 2. Soften stain with vinegar and blot with lukewarm water. Repeat until no stain is evident on blotter. 3. If stain persists, follow guidelines 4-6 of Method A.

\*Cleaning Method B suggests the application of hydrogen peroxide immediately follow with household ammonia and blot. The use of hydrogen peroxide alone for food dye stains is often sufficient. By immediately adding ammonia you raise the pH of hydrogen peroxide, which dramatically accelerates the oxidizing (ie; bleaching process. Hydrogen Peroxide contains approximately 0.001% phosphoric acid for the very purpose of stabilization (slowing down the bleaching process). Be sure to test

for colourfastness on a scrap carpet. Finally, hydrogen peroxide in itself ages very rapidly (which explains the need for the brown bottle). Shelf life for spot cleaning purposes is only 3 to 6 months. Beaulieu suggests a hydrogen peroxide/ammonia solution only on white and off white colours, otherwise, these products may be used separately as recommended.

### **FOODS AND HOUSEHOLD SUBSTANCES:**

These stains include a wide range of substances such as alcohol, coffee, tea, soft drinks, blood, ink, fruit and paint. If staining does occur, first identify the stain and then refer to the Stain Removal Guide for the proper stain removal solution and procedure. Note: Pet "accidents" and certain other stains can saturate through the surface pile of the carpet and the carpet backing to the cushion and/or sub-flooring. When this happens, the stain may be removed from the surface fiber, but may later "reappear" if the moisture beneath the surface pile and backing works back through to the surface fiber. This condition is known as "wicking" and a repeat of the stain removal procedure may again remove the stain. However, if the stain continues to "reappear", it may be necessary to replace the cushion.

### **SOILING:**

Soiling is defined as excessive amounts of loose dirt, dust, cigarette and cigar ashes and other foreign substances that are non-oily and non-sticky. Dry soil is easy to remove from the carpet with a vacuum. Pay particular attention to track-off areas or concentrated traffic areas which should be vacuumed daily even if soil is not visible.

### **CAUTIONS**

1. Many spot removal solutions leave residues in the carpet that may attract soil. Thoroughly rinse the area with lukewarm tap water. Several rinses are often necessary to completely remove residues.
2. Be careful not to saturate the carpet to the backing or underlay or sub-flooring. A mist type sprayer is recommended to prevent overwetting.
3. Never use any of the solutions in concentrations stronger than those recommended. Always follow all warnings and precautions listed on containers.
4. The solutions and procedures in this brochure are to be used only on GENUINE Laura Ashley carpets. These solutions and procedures could DAMAGE carpets that are NOT genuinely Laura Ashley.

### **CONSUMER'S OBLIGATIONS FOR WARRANTY PROTECTION**

1. Maintain proof of purchase in the form of a bill, invoice, or statement from your authorized Beaulieu Residential dealer which shows the style names and number of the carpet and

cushion, and the price you paid for the carpet, excluding cushion and labor.

2. Install your carpet in accordance with the procedures published in the industry's installation Standard 105, Section 7.2 developed by The Carpet and Rug Institute using an underlay as required in the warranty or as recommended in the section on installation appearing elsewhere in this brochure.

3. Review with your authorized Beaulieu Residential dealer the applicable warranties for the Laura Ashley carpet you have purchased - prior to installation - to ensure that the installation of your carpet meets the requirements of the warranties.

4. Maintain your carpet in accordance with the procedures described herein; with deep cleaning provided by trained professionals when soiling in traffic areas begins to appear.

5. Retain proof of cleaning in the form of a bill, invoice, or statement showing type of cleaning and equipment used from a trained, qualified professional cleaning service.

### **LIMITED WARRANTIES**

This brochure contains details of all the warranties featured in our Laura Ashley program. However, not all warranties apply to all Laura Ashley carpets. The specific warranties applicable to each style are designated on the samples featured by the authorized Beaulieu Residential dealer at the time of the purchase of the carpet. Additional warranty information with respect to all warranties included in this brochure except as set forth herein, Beaulieu Residential makes no warranties express or implied, including warranties of merchantability or fitness for particular purpose. The warranty of the manufacturer does not extend to incidental or consequential damages. Some states do not allow limitations on how long an implied warranty may extend or the exclusion or limitation of incidental or consequential damages, so the above disclaimer may not apply to you. These warranties give you specific legal rights and you may also have other rights which vary from state to state. There are no express or implied warranties that extend to sales outside the United States and Canada. For carpet sold in the Canadian provinces of Ontario or British Columbia, this warranty is exclusive and, except as expressly stated herein, there are no other conditions, warranties, or representations, express or implied, including warranty for merchantability or fitness for any particular purpose in connection with or otherwise arising out of the manufacture, sale, handling, existence furnishing, functioning, failure or the use of the products to which this warranty relates.

### **10 YEAR STAIN & SOIL WARRANTY**

For ten years from the date of original purchase, the surface pile of properly installed and maintained Laura Ashley carpet, is warranted by Beaulieu of America to resist noticeable colour change \*due to the accumulation of dry soil from normal

indoor residential use. \*Noticeable colour change is defined as rating of greater than 3 using the AATCC Grey Scale - an industry standard for assessing or evaluating colour change. If colour change due to the accumulation of dry soil cannot be corrected using the recommended carpet care and cleaning procedures in this brochure, Beaulieu of America will either provide replacement or carpet reimbursement for the affected area (the soiled and adjacent areas extending to the nearest wall, doorway or entrance) of your Laura Ashley carpet as qualified by the terms of this warranty. This warranty covers the accumulation of dry soil as qualified above. Colour change from grease, asphalt, tar or cement is specifically excluded. Colour change in carpet installed on stairs is also excluded from coverage.

For ten years from the date of original purchase, the surface pile of properly installed and maintained Laura Ashley carpet is warranted by Beaulieu of America to resist stains caused by the most common food and beverage substances. If a stain cannot be removed by using the recommended carpet care and cleaning procedures included in this brochure Beaulieu of America will either provide replacement carpet or reimbursement for the affected area (the stained and adjacent, areas extending to the nearest wall, doorway or entrance) of your Laura Ashley carpet, as qualified by the terms of this warranty. This warranty covers qualified food and beverage stains only and not general soiling. No carpet is stain proof.

This warranty excludes stains from:

- Non-food and non-beverage substances.
- Foods and beverages that contain strongly coloured natural disperse dyes as found, for example, in mustard, coffee and herbal tea.
- Substances, which destroy or change the colour of carpets such as bleaches, acne medications, drain cleaners and plant food.
- Vomit, urine and feces.

### **TEN YEAR WEAR WARRANTY**

Beaulieu Residential warrants to the original purchaser of this carpet that from the date of original purchase and subject to normal abrasive wear, the carpet will not lose more than 10% of its surface pile, for a period of ten years. Any area of the carpet that fails to perform as warranted will be repaired. If repair is not possible, the affected area of carpet will be replaced with carpet of comparable quality and colour. Replacements will include the cost of the carpet only based upon the aggregate sum paid to the mill. A one-time replacement limit applies to each purchase. This warranty is subject to the following limitations and guidelines:

1. The warranty applies only to owner-occupied, single family residential floor covering installations.
2. The warranty does not cover carpet installed on stairs, in bathrooms, kitchens or fiber loss in the carpet due to:
  - a. tears, pulls, cuts or normal shedding;
  - b. staining, soiling, fading;
  - c. damage by improper cleaning agents or methods;
  - d. improper installation or improper maintenance;
  - e. abusive treatment, i.e. roller skates, golf shoes, roller caster chairs.
3. The warranty extends only to the original purchaser and is non-transferable.
4. It is the responsibility of the original purchaser to clear all areas in which the carpet is to be repaired or replaced of items such as furnishings, equipment or partitions which were installed or placed over the carpet subsequent to its original installation.
5. It is the responsibility of the original purchaser to provide proof of purchase from an authorized Beaulieu Residential dealer.

### **TEN YEAR TEXTURE RETENTION WARRANTY**

Beaulieu Residential warrants to the original purchaser of this carpet that from the date of original purchase and subject to proper installation and maintenance, the carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of tufts losing twist as set forth below, for a period of ten years. Resistance to pile crushing and matting is measured by texture retention, which is the ability of the carpet tufts to retain their visible shape, as determined by the degree of bursting, opening or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change); ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of no less than 3.0 under warranted conditions. Any area of the carpet that fails to perform as warranted will be repaired. If repair is not possible, the affected area of carpet will be replaced with carpet of comparable quality and colour.

Replacements will include the cost of the carpet only. For replacements occurring in the first year the replacement is 100%. For replacements occurring in years two through nine, a usage fee will be charged based upon a percentage of the aggregate sum paid to the mill for the affected area of carpet, excluding cushion and labor, as follows:

If replaced in:	2nd year - 10% usage fee;
	3rd year - 20% usage fee;
	4th year - 30% usage fee;
	5th year - 40% usage fee;
	6th year - 50% usage fee;
	7th year - 60% usage fee;

- 8th year - 70% usage fee;
- 9th year - 80% usage fee;
- 10th year - 90% usage fee;

If replacement is impractical, Beaulieu Residential may elect reimbursement rather than replacement. In that case, Beaulieu Residential will reimburse the customer according to the above referenced usage fee for replacement. A one-time replacement limit applies to each purchase. This warranty is subject to the following limitations and guidelines:

1. The carpet must be maintained in accordance with the written instructions of Beaulieu Residential.
2. The carpet must be installed in accordance with the guidelines published in The Carpet and Rug Institute's Standard 105. See the CRI website, [carpet-rug.com](http://carpet-rug.com), for industry installation standards or call (800) 882-8846.
3. The carpet must be installed over cushion having a minimum 6 lbs. per cubic foot density, with a thickness ideally up to 3/8", but never more than 1/2" equivalent.
4. The carpet must be maintained with regular daily and weekly care and must be cleaned by trained, qualified carpet care professionals using the proper method every 18 to 24 months.
5. The warranty applies only to owner-occupied, single family residential floor covering installations.
6. The warranty does not cover carpet installed outdoors or on stairs, in bathrooms and kitchens or in areas subject to other than ordinary shoe traffic.
7. This warranty does not cover damage due to improper installation and/or improper cleaning methods or solutions.
8. The warranty extends only to the original purchaser and is non-transferable.
9. It is the responsibility of the original purchaser to clear all areas in which the carpet is to be repaired or replaced of items such as furnishings, equipment or partitions which were installed or placed over the carpet subsequent to its original installation.
10. It is the responsibility of the original purchaser to provide proof of purchase from an authorized Beaulieu Residential dealer and to provide proof of professional cleaning.

## USAGE CHARGES

If Beaulieu Residential replaces the carpet under the terms of these warranties, Beaulieu Residential will assess a usage charge, based on the original purchase price of your carpet (excluding labor, and cushion costs), as shown in the table below. If Beaulieu Residential refunds the cost of the defective carpet, this refund will be reduced by an amount equal to the usage charge calculated in the table below.

## USAGE CHARGES

Replacement in Years	10 Year Warranty
2	10%
3	20%
4	30%
5	40%
6	50%
7	60%
8	70%
9	80%
10	90%

## FOR YOUR RECORDS

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Date Of Purchase

Retail Store Name

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Address

---

City

State

ZIP

---

Retail Telephone Number

---

Yards Purchased

---

Style

---

Colour

---

Installer Name

---

Installer Telephone Number

## FOR WARRANTY SERVICE

Contact the authorized Beaulieu Residential dealer who sold you the carpet. The dealer will notify Beaulieu Residential who, in turn, will then designate a procedure for the evaluation of your claim, possibly recommending treatments and/or arranging for inspection of the carpet. Proof of purchase must be provided. If you are unable to contact your dealer or do not receive satisfaction, write to:

Beaulieu Residential  
ATTN: Laura Ashley Customer Relations  
P.O. Box 1248  
Dalton, GA 30722-1248

beaulieu

*beautiful floors make beautiful places*

[www.beaulieu-usa.com](http://www.beaulieu-usa.com)  
[www.lauraashley-usa.com](http://www.lauraashley-usa.com)

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