90-DAY CUSTOMER SATISFACTION PROGRAM

We want you to be completely satisfied with your purchase and be proud to show your new STAINMASTER® carpet to friends, neighbors and family members. Therefore, we are providing you with our 90-Day Customer Satisfaction Program.

If you are not fully satisfied with your STAINMASTER® carpet within 90 days of purchase, Lowe's will replace it!

This means if you do not love your choice and are not fully satisfied with the color, style or design of your new STAINMASTER® carpet, Lowe's will replace it! This promise is not applicable to staining, soiling, manufacturing defects or damage issues, or issues related to installation.

This offer applies to any STAINMASTER® brand of carpet purchased from and installed by an authorized Lowe's installer.

Get to know your new carpet

After your new STAINMASTER® carpet is installed, if you decide you are not happy with the color, style or design, Lowe's will replace it with a STAINMASTER® carpet of the same or comparable grade, quality and value (excludes sales tax, finance charge, and shipping, delivery charges or labor).

HERE'S HOW IT WORKS:

If you decide you are not happy with the color, style or design, contact the Lowe's store where your carpet was purchased to initiate a claim.

- Costs associated with the removal, disposal, installation or any other costs of your original or replacement STAINMASTER® carpet are your responsibility. Upgraded STAINMASTER® carpet styles are permitted at an additional cost to you.
- This program applies to carpet installed in owner-occupied residences only.
- Coverage is only for installed wall-to-wall carpet purchased in the U.S. or in Canada.
- Only one replacement carpet per customer is allowed under this program. Replacements only. No cash payments or refunds.
- Proof of purchase is required, including a copy of the original sales receipt containing the carpet style name, model number, and color.
- Replacements are valid only from Lowe's and are not transferable. We reserve the right to cancel or modify this program at any time with or without notice.
- 90 day love it or replace it plan excludes dissatisfaction including, without limitation, any type of problem that would be covered under one of the STAINMASTER® limited warranties.
- This program, along with the limited warranty you received for your carpet, gives you specific legal rights. There shall be no other warranties offered or implied, by statute or otherwise. This program excludes manufacturing defects, damages and issues related to installation.

For questions about the 90-Day Customer Satisfaction Program, please call a Lowe's store.

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