

# A SIMPLE GUIDE TO BUYING CARPET





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# YOUR CARPET JOURNEY

We understand that buying carpet is an important purchase. At Lowe's, we want to make your journey as stress-free as possible. Here's what to expect:



What's your need?



Choose the style & color that reflects YOU



Schedule your install and have your floor measured



Don't forget your carpet cushion for perfect comfort



Enjoy with no worries – 90-Day Customer Satisfaction Program, Cleaning Guide, Warranty



## WHY LOWE'S & STAINMASTER®



For over 30 years, STAINMASTER® carpet has not only been the most recognized brand in flooring, but also the most trusted.<sup>1</sup>



All of our beautiful carpets are designed for the way you live – stain & soil resistant, quick & easy to clean, and durable for proven performance.



90-Day Customer Satisfaction Program – within 90 days of purchase, if you are not satisfied<sup>2</sup> with the color or style of your STAINMASTER® carpet, we will replace it.

<sup>1</sup> Hall & Partners STAINMASTER® Brand Tracker Jan.-June 2019

<sup>2</sup> See warranty brochure for more details

# HOW TO CHOOSE CARPET

At Lowe's, we know that there's a STAINMASTER® carpet for every household. From easy-to-clean carpet that's perfect for families to extra durable carpet options that meets your pets' needs, we have a stylish carpet just for you.



Resists difficult pet stains



Unsurpassed durability



Easily releases pet hair<sup>1</sup>



Reduces pet odors when cleaned<sup>2</sup>



Outstanding stain resistance



Exceptionally durable



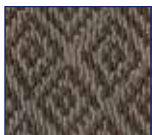
Resists food & beverage stains

<sup>1</sup> While vacuuming

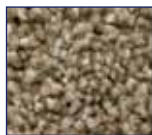
<sup>2</sup> You must purchase a carpet cushion with a breathable moisture barrier & requires thorough cleaning

## STYLE

From types such as Pattern, Multi, Solid and Loop, there's a carpet to match your style.



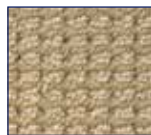
**PATTERN**



**MULTI**



**SOLID**



**LOOP**



## COLOR

Feel confident knowing that STAINMASTER® carpets are available in all the latest colors and patterns.



## FACE WEIGHT

While there are many differences in face weights, in general higher face weight equals more yarn in your carpet, which means your carpet will be more comfortable and durable.

Get your samples in either one of these locations



At your local Lowe's store







At [www.lowes.com](http://www.lowes.com)

# CHOOSING THE RIGHT CARPET CUSHION

## 3 LEVELS OF CUSHION

The right carpet cushion improves the comfort of your carpet and helps stop stains from reappearing for easier cleaning. Also, unlike most carpet padding, STAINMASTER® carpet cushion features a proprietary breathable moisture barrier that helps inhibit the growth of mold and mildew when paired with a porous carpet.

STAINMASTER® CARPET CUSHION					
Products	Super 6™	Odor Ban®	Select™	Supreme™	Elite™
Warranty	10-Year Limited	Life-of-the-Carpet	Transferable Life-of-the-Home	Transferable Life-of-the-Home	Transferable Life-of-the-Home Plus StairGuard™
Comfort & Durability					

For more cushion information, please go to [www.lowes.com](http://www.lowes.com)



# CARPET INSTALLATION DONE RIGHT

You just picked your new STAINMASTER® carpet, now it's time to schedule your installation. At Lowe's we will work with you to make sure that it is done right the first time.



## Lowe's will partner with you to make sure:



Your installation is scheduled with a Lowe's certified independent installer



We confirm your in-home measure with one of our certified independent installers to assess your flooring needs



Your quote is complete and accurate, and your product is ordered

Go to the store to ask a specialist for guidance on the install, or go to [www.lowes.com/measurmyfloors](http://www.lowes.com/measurmyfloors) for more details

Installation services guaranteed by Lowe's labor warranty & available through independent contractors, licensed, & registered where applicable. Additional charges may apply for permit fees and for any product & service not included in basic installation. Please visit [Lowe's.com](http://Lowe's.com) carpet installation page for more details





## INSTALLATION DAY

On installation day, a Lowe's certified independent installer will come to your home and install your carpet. Labor is guaranteed and backed by a minimum 1-year labor warranty. Before your installer starts working, prepare with these helpful steps.

### INSTALLATION CHECKLIST

- ☐ All surfaces and floor space must be cleared
- ☐ Remove and store all wiring from electronics, TVs, and computers
- ☐ Dissassemble and/or move bed and furniture into another room
- ☐ Inspect product to ensure it is not damaged
- ☐ Once installed, enjoy your new STAINMASTER® carpet

### 90 Day Customer Satisfaction Program

Within 90 days of purchase, if you are not satisfied with the color or style of your STAINMASTER® carpet, we will replace it



## CARE AND CLEANING\*

Whether your carpet needs to stand up to heavy or very little foot traffic, proper care will allow its quality, look, and feel to last for years to come.

Follow these simple steps to help maintain the beauty, and life of your carpet:

- **VACUUM FREQUENTLY**
- **CLEAN SPILLS PROMPTLY**
- **PROFESSIONALLY CLEAN EVERY 18 MONTHS**

For additional information on how to keep your carpet looking newer longer, check out our STAINMASTER® carpet care guide at [www.stainmaster.com/carpet/care](http://www.stainmaster.com/carpet/care) or or at [www.lowes.com](http://www.lowes.com)

### DON'T FORGET

A professional steam cleaning/hot water extraction at least once every 18 months from the date of purchase is required to maintain your warranty.

\*See warranty brochure for more details

# WARRANTIES\*

While there may be differences between our carpets, you are able to transfer your warranty coverage to another individual at no extra cost for all of our carpets\*



**STAINMASTER** 



**STAINMASTER**  
Signature™



**STAINMASTER**  
Essentials®

<b>LIMITED TEXTURE RETENTION &amp; ABRASIVE WEAR</b>	25 years	25 years	10 years
<b>LIMITED PET VOMIT &amp; FECES STAINS</b>	Lifetime	Not Covered	Not Covered
<b>LIMITED FADE RESISTANCE</b>	25 years	Not Covered	Not Covered
<b>LIMITED STAIRS</b>	Included	Included	Not Included
<b>LIMITED PET URINE STAINS</b>	Lifetime	Lifetime	Lifetime
<b>LIMITED FOOD &amp; BEVERAGE STAINS</b>	Lifetime	Lifetime	Lifetime

Unlike other home centers, our warranty is non-prorated. You get 100% of the warranty as long as you get a professional steam clean/hot water extraction on your carpet at least once every 18 months from the date of purchase

\*For additional information about our limited warranty, please see our detailed warranty brochure at [lowes.com](https://www.lowes.com) or [stainmaster.com](https://www.stainmaster.com)





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