



How to File a Karastan Wear or Manufacturing Defect Claim

If your Karastan carpet does not meet the standards described in the applicable warranty, follow this procedure to file a wear or manufacturing defect warranty claim.

First, contact the Karastan dealer who sold you the carpet in writing and describe the specific problem. You must be able to provide a copy of the invoice or receipt for the carpet. Your dealer will arrange for an inspection of your carpet. If you are unable to contact your dealer or do not receive satisfaction, forward a copy of the

original receipt for proof of purchase and a description of the condition to the following address:

Karastan Consumer Relations Department
Building B
235 Industrial Blvd.
Chatsworth, GA 30705

Any wear warranties offered by the fiber producer will precede those offered by Karastan.

