

points of difference guarantee

We stand behind our products and our services. Our guarantees protect you and your investment to ensure you a confident, worry-free, and enjoyable shopping experience.

★ low price guarantee

Our National Buying power ensures a great price; however, if you find a lower price in the local area on your floor within 30 days of your purchase, we'll match it.

★ lifetime installation guarantee

We are so confident of our professional installation that we will be happy to correct any installation-related problem for free during the intended life of the floor.

★ 30-day replacement guarantee

If you're not completely happy with your flooring within the first 30 days, we'll replace it with a floor of equal value. You simply pay the reinstallation charges.

★ five-star selection system

We want you to make an informed decision. Look for our exclusive Five-Star Selection System for an easy guide to choosing the perfect floor.

★ sales professionals

Our sales professionals are educated and experienced to provide you expert flooring and style advice.

Guarantee applies to original purchaser only. Ask a sales associate for our Limited Warranty Statement for complete details.



OUR 60-DAY "DECORATING DECISION" REPLACEMENT WARRANTY

Look for select flooring with this symbol and take the worry out of your decorating decision. You can change your Confidence Plus flooring for another style or color from the same manufacturer within 60 days after installation.* We will pay materials and labor costs for replacements.

*See store for details

Who is Flooring AMERICA

Flooring America is more than just a flooring specialty store. We are experts in flooring and design and dedicated to satisfying you, our customer. As part of America's leading flooring retail group, our 500 plus-store nationwide buying power guarantees you low prices on thousands of carpets and floors.

Every Flooring America store is locally owned, so we can also guarantee a truly unique level of personal customer service.

Our goal is to make sure you enjoy your shopping experience and find exactly what you want so that you are confident in your purchase.



A flooring store designed
for the way you live.



Flooring AMERICA
With you every step of the way.

www.flooringamerica.com

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Choose a floor for the way you live.

The Flooring America Five-Star Selection System will guide you in choosing your flooring. It is designed to ease the technical decisions of selecting flooring so that you can focus on the color and style you want. We categorized our flooring selection according to performance characteristics and exclusive warranties. This system and the applied ratings are based on results from independent laboratory analysis.



Cushion affects the wear and performance of your carpet. Therefore, we applied our Five-Star Selection System to our cushion line to assure you the perfect combination of carpet and cushion that will maximize the life of your carpet investment.

Maintenance is also very important in extending the performance of your carpet. Flooring America's warranties require compliance with the manufacturer's recommended care and cleaning instructions and are void if not followed. Please read the manufacturer's warranty carefully for care and cleaning instructions specific to your carpet.

Installation is the final factor that influences the life of your new carpet. Our professional installers ensure proper installation. All carpets rated under the Five-Star Selection System carry a lifetime installation warranty for the intended life of the flooring.

Your satisfaction can be ensured with the proper combination of carpet, cushion, installation, and maintenance.

Five-Star Selection System Carpet Classifications



Five Star

Five-Star Ratings are awarded only to the best in any field, and such is the case for our Five-Star products. This all-inclusive package of carpet, cushion, and installation offers the strongest warranty package in the industry. These carpets are all performance-tested to give you quality above and beyond the toughest standards in the industry. Only the very best can earn the Five-Star rating.



Four Star

The Four-Star collection offers a level of performance not available in other carpet stores. These long-lasting, richer, thicker carpets are made to give you the high standards of luxury and performance you desire. The Four-Star combination of carpet, cushion, and installation includes extended performance warranties. Only our high performance carpets are good enough for the Four-Star classification.



Three Star

Our Three-Star group offers the broadest selection of performance-tested carpets meeting high standards for unsurpassed resistance to matting, stains, and static shock. Three-Star products, featuring a wide selection of nationally known fiber brands, offer a great balance of performance and value.



Two Star

The Two-Star group contains an impressive array of quality carpets, in a wide range of colors for any room in your home. The Two-Star collection of carpet and cushion offers good value where wear and stain resistance are desired but where budget restraints are also a prime consideration.



One Star

Products rated in our One-Star, or standard performance category, offer the minimum level of performance sold by Flooring America. Our One-Star offerings include olefin berbers or basic nylon carpets at very affordable prices. This product combination (carpet & cushion) offers an economical answer to those situations in which performance is secondary to budgetary requirements.

WARRANTY DEFINITIONS



TEXTURE RETENTION - the ability of carpet tufts to retain their visible shape, as measured by the degree of bursting, opening or untwisting of the tufts at the surface of the carpet.

*Some fiber manufacturers extend this warranty and add a soil resistance warranty. See fiber brochure.

STAIN RESISTANCE - the ability of the surface pile of the carpet to resist stains by foods and beverages.

WEAR WARRANTY - the ability of the carpet to resist actual fiber loss in excess of 10% from abrasive wear.

INSTALLATION - all Flooring America carpets carry a Lifetime Installation Warranty.

Stars	Texture Retention	Stain Resistance	Wear	Cushion	Installation
★★★★★	10 Years	10 Years	25 Years	Life Of House	Life Of Carpet
★★★★☆	7.5 Years	7.5 Years	20 Years	Life Of House	Life Of Carpet
★★★☆☆	5 Years	5 Years	15 Years	Life Of Carpet	Life Of Carpet
★★☆☆☆	N/A	5 Years	10 Years	Life Of Carpet (Labor Excluded)	Life Of Carpet
★☆☆☆☆	N/A	N/A	5 Years	N/A	Life Of Carpet

*Warranties not valid for non-owner occupied dwellings. Consult fiber warranties for specific warranty item descriptions. See store for details.

Five-Star Selection System Hard Surface Classifications

Flooring America hard surface products are independently rated according to the Five-Star Selection System. The qualifications for each rating vary according to the performance characteristics particular to each type of flooring.



Ceramic is rated on:

- Slip Resistance
- MOHS Hardness
- Durability Classification
- Water Absorption



Hardwood is rated on:

- Construction: Solid or Engineered
- Thickness
- Plies
- Finish
- Species



Laminate is rated on:

- Construction: Wear Layer, Design Layer, Core, Back Layer



Vinyl is rated on:

- Appearance Retention
- Damage Resistance
- Ease of Maintenance

Look for our quick-pick icons to help make choosing your new floor easy.