



# CARPET BUYING GUIDE

Everything you need to know to make the best choice for your lifestyle

A white sticky note is pinned to the carpet with an orange pushpin. The text on the note is as follows:

**EXCLUSIVE**  
**LIFEPROOF™**  
**CARPET**  
Worry-free stain resistance for life.  
See page 7 for details.  






# WE HAVE YOU COVERED

No one beats our selection of the most popular styles, colors and exclusive brands of carpet.

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## WHY BUY FROM US?

- Wide variety of styles and colors available
- Lifetime Installation Warranty
- 9 out of 10 Customer Satisfaction Rating
- Rapid Installation Available\*
- Schedule a Flooring Measure Today! Call 1-855-MEASURE or visit [homedepot.com/flooringmeasure](http://homedepot.com/flooringmeasure)

\*Rapid installation programs available on select styles. Varies by market.

## SIGN UP & SAVE \$100's

- Get exclusive email savings, project ideas and how-to tips
- Be the first to shop our local ad
- Plus Garden Club and Pro memberships

Start today at [homedepot.com/signup](http://homedepot.com/signup)

# CONSIDERING CARPET

It's important to work with a retailer who understands all aspects of the carpet-buying process. The Home Depot is committed to educating you every step of the way.

## WEIGHT & FIBER

**Ounce weight and fiber type are key.** Ounce weight is the biggest factor in carpet cost, affecting thickness. Fiber-wise, nylon and polyester may look and feel alike, but nylon's price reflects its superior durability. We'll help you understand weight and fiber pricing, so you can get the most carpet for your money.

## CARPET PAD

**The type of carpet pad you select can have a major impact on the comfort of the carpet.** A better pad will result in a more comfortable, durable carpet in your home.

## WARRANTY COVERAGE

Simply put, no one can match The Home Depot's comprehensive warranty coverage. We make it easy to enjoy peace of mind for years to come. **Lifetime Stain Warranties\*\***, **Wear Warranties up to 25 years\*\*** and **Lifetime Installation Warranty<sup>®</sup>** available.


## FINANCING OPTIONS

**The Home Depot offers a wide range of financing options.** Other carpet retailers may offer only one choice—and some don't offer any financing at all. See a Store Associate or go to [homedepot.com/credit](http://homedepot.com/credit) to learn more about our financing.

## INSTALLATION

**A Lifetime Installation Warranty<sup>®</sup> is provided with all our installation services.**

\*\*<sup>®</sup>See pages 13-15 for warranty and installation details.

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ONLINE [homedepot.com/carpet](http://homedepot.com/carpet)  
IN THE STORE 1,970+ The Home Depot locations nationwide

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# IT'S ALL IN THE DETAILS

When you're shopping for carpet, take a good look at your fiber options and carpet types—selecting the appropriate fiber content and type of carpet will result in a floor that's comfortable, attractive and durable.



## ALL ABOUT CARPET FIBERS

There are five primary carpet fiber options. The benefits associated with each type of fiber are outlined below.

### TRIEXTA™

Highest performing, easiest to clean; less likely to mat down.

### NYLON

High performing, diverse for style and color; less likely to mat down.

### POLYESTER

Superior stain-resistance, but doesn't have as good durability as Nylon/Triexta.

### OLEFIN

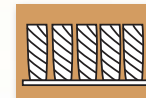
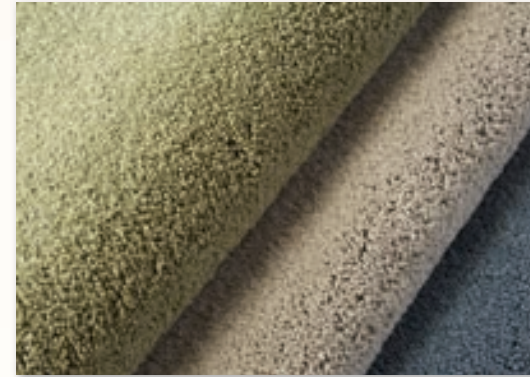
Very durable, inexpensive.

### WOOL

Natural fiber, durable.

## THE FOUR MAIN CARPET TYPES

Choose the one that fits your décor and lifestyle.



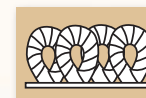
### TEXTURE

Provides an open canvas for flexible décor.



### TWIST

Delivers a casual and stylish look.




### LOOP

Provides a tailored look for more formal décor.



### PATTERN


Provides an upscale look for more engaging décor.

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## QUICK QUESTIONS TO GET YOU STARTED

There are a number of additional considerations that go into the carpet-buying process. If you spend a few moments thinking about the following simple questions, you'll be well on your way to selecting the perfect carpet.



### 1 HOW QUICKLY DO YOU NEED YOUR NEW CARPET?

Special-order carpets may take up to two weeks to arrive. The Home Depot offers a number of options to accommodate customers who are on a tighter schedule.



### 3 DO YOU HAVE CHILDREN AND/OR PETS?

Carpets with high stain resistance are recommended for homes with children or pets. Thanks to modern fiber technology, you don't have to sacrifice on style, comfort or value to enjoy maximum stain resistance.



### 2 WHERE IS THE CARPET GOING TO BE INSTALLED?

Family rooms, hallways and other spaces that see heavy traffic require carpet that's more durable. Bedrooms, dining rooms and other areas may not require the same level of durability.



### 4 WHAT DO YOU LIKE OR DISLIKE ABOUT YOUR OLD CARPET?

Are you looking for a new color or style? Do you want a softer feel from your new carpet? How about a more casual or a more elegant look?

## EXCLUSIVE LIFEPROOF™ CARPET

Worry-free stain resistance for life

- ✓ Our best warranty guarantees a lifetime of stain-free carpet
- ✓ 40 ultra-soft styles including texture, twist, pattern and loop in over 800 colors
- ✓ Lifetime Stain plus 25-Year Wear and Texture Retention Warranties\*\* – the best in the industry

\*\*See pages 13–15 for warranty details.

 lifeproof™

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COMMUNITY

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# COMPARING COLLECTIONS

We have grouped our exclusive carpet collections by features and benefits to help you easily determine the collection that is best for you—at our guaranteed\* low prices.

	  		
FIBER	Nylon or Triexta™	Polyester	Polyester, Olefin and Nylon
THICKNESS	Medium to High	Low to Medium	Low
WARRANTY	Platinum Plus® Lifetime Stain and Soil, 25-Year Wear and Texture Warranties**	Select, Deluxe and Premium Warranties available (ranging from 5 to 15 years)**	A variety of warranty coverages available (up to 10 years)**
BENEFITS	Durability, stain resistance and wear warranties	Broad selection at great value	Commercial applications available
PRICE	\$\$\$	\$\$	\$
RECOMMENDED CARPET PAD	Prime Comfort or Memory Foam	Prime Comfort, Memory Foam or StepAhead™	StepAhead™ or TrafficMaster™



\*See pages 13–15 for price guarantee and warranty details.

# COMPARING WARRANTIES

Each of our carpet collections comes with its own warranty, organized into four levels.†† The chart below provides a quick overview of everything that’s covered.

	PLATINUM PLUS®	PREMIUM	DELUXE	SELECT
FOOD & BEVERAGE	Lifetime	Lifetime	10-Year**	5-Year**
PET URINE	Lifetime	Lifetime	Not included	Not included
SOIL	Lifetime	Lifetime	10-Year**	5-Year**
TEXTURE RETENTION	25-Year	15-Year**	10-Year**	5-Year**
ANTI-STATIC	Lifetime	Lifetime	Lifetime	Lifetime
STAIRS	Included	Not included	Not included	Not included
INSTALLATION WARRANTY	Lifetime	Lifetime	Lifetime	Lifetime


††Proration schedule applies; see page 14. \*\*See pages 13–15 for warranty details.

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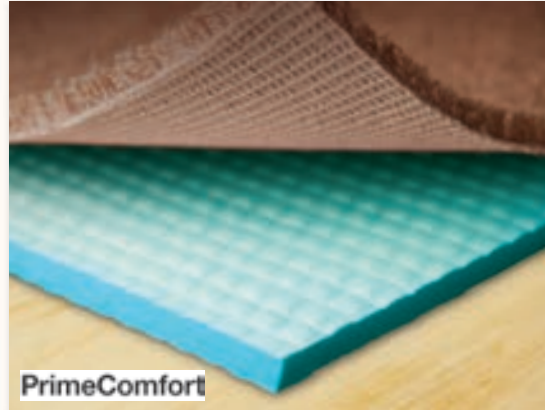
# THE PAD MAKES ALL THE DIFFERENCE

Maximize comfort, performance and value when you visit our Carpet Pad Test Center, where you'll discover first-hand how differences in pad types can add to the feel and life of your carpet.

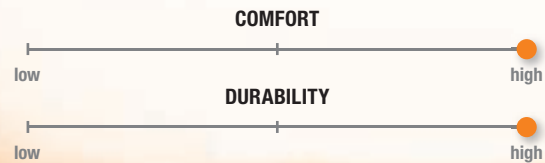
All pads include a moisture barrier and allow for radiant heat. All pads are FHA approved. 



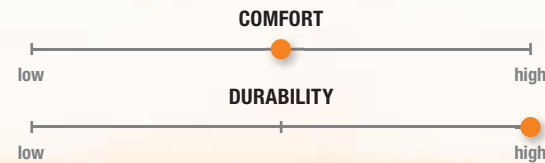
**WALK AND COMPARE**  
 Place pad samples on the floor, cover with the carpet from the back of the Test Center rack and take a test-walk to compare the feel underfoot.



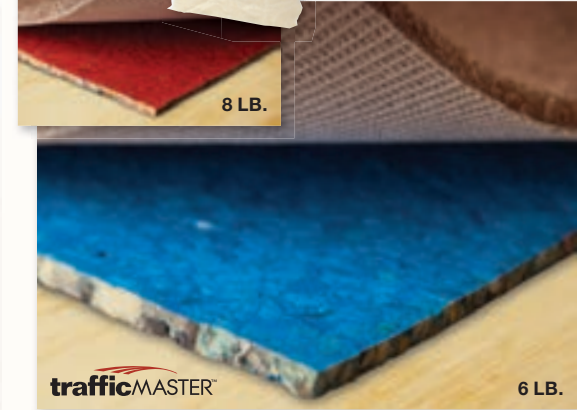
**EXCLUSIVE PRIME COMFORT**



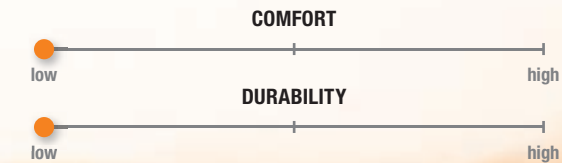
**EXCLUSIVE MEMORY FOAM WITH TEFLON®**



**EXCLUSIVE STEPAHEAD™ WITH NIKE GRIND®**



**EXCLUSIVE TRAFFICMASTER™ 6 LB. & 8 LB.**




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## PROFESSIONAL INSTALLATION BACKED BY THE HOME DEPOT

5-star installation satisfaction—  
read our reviews at [homedepot.com/carpetinstall](http://homedepot.com/carpetinstall)



### DIGITAL MEASUREMENT TECHNOLOGY

■ We are the only retailer to offer advanced digital measurement technology to our customers. Our technicians use proven digital measurement pads to quickly and accurately map your installation. Digital measurement pads are ideal to optimize your floor-plan layout.



### PROVEN CUSTOMER SATISFACTION

■ Customers give our installation services a 5-star satisfaction rating, with 9 out of 10 customers reporting they were “Completely Satisfied” (Voice of Customer Survey, March 2013).



\*All installation services provided by insured, licensed (where applicable) and background screened independent contractor The Home Depot Authorized Service Providers. License numbers held by or on behalf of Home Depot U.S.A., Inc. available at [homedepot.com/licensenumbers](http://homedepot.com/licensenumbers) or at the Special Services Desk in The Home Depot Store. Installation services not available in all areas.



### QUICK-INSTALL OPTIONS

■ Carpet from The Home Depot installs quickly and with no fuss. Select styles and colors can be installed seven business days after measurement and payment are completed. In many stores, certain carpet options can be installed even sooner—look for our 72-Hour or 7-Day selections.

### LIFETIME INSTALLATION WARRANTY

■ The Home Depot stands behind all quality installations performed by our network of independent flooring professionals. These insured, licensed (where applicable) and certified specialists have been selected for providing craftsmanship and customer service that meets or exceeds industry standards.

## WARRANTY DETAILS

The Home Depot warranties provide peace of mind with every carpet purchase.

### TOTAL LOWEST PROJECT PRICE—GUARANTEED

\*We'll beat any comparable product + installation quote by 10%—no one takes you from selection to installation for less.

### CARPET CARE & MAINTENANCE

To maintain the appearance of your new carpet, please follow the directions below:

- Vacuum frequently—Minimum of two times per week using a vacuum certified through the Carpet and Rug Institute (CRI) Seal of Approval/Green Label Cleaner Program. Visit [www.carpet-rug.org](http://www.carpet-rug.org) for details and listings.
- Clean spills promptly—Scoop up as much of the spill as possible, then blot the area with a white cloth and warm water (avoid rubbing).
- Professional cleaning using a hot water extraction cleaning method is required every 12–18 months for coverage of limited warranties.
- SoftSpring™ collection—Because the fibers are so soft and plush, the total surface density is much lower. This creates a more complete seal for a vacuum cleaner head, increasing suction at the point of contact with the carpet surface. The farther the vacuum head sinks into the carpet, the greater the suction and difficulty in maneuvering the machine. SoftSpring™ carpets require a gentler cleaning action so as to avoid unnecessary wear. Be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. For additional care and maintenance details for your carpet, please visit [www.carpet-rug.org](http://www.carpet-rug.org).

### LIMITED STAIN & SOIL WARRANTY

\*\*During the warranty life, if a covered stain cannot be removed using the above directions (including professional cleaning), The Home Depot will coordinate replacement for the affected area only with identical carpet or carpet of comparable value. Stain warranties are limited to stains caused by most common foods and beverages. Soil warranties are limited to color changes caused by the accumulation of dirt (result of foot traffic from normal household use).

Stain and Soil Warranties exclude:

- Non-food and non-beverage substances including, but not limited to: cosmetics, bleaches, inks, etc.
- Foods and beverages that contain strongly-colored dyes including, but not limited to: mustard, coffee, herbal tea, curry powder, turmeric, etc.
- Pet or human stains such as vomit, blood, urine, etc. (pet urine is included for Platinum Plus® and Premium warranty level products)
- Foot traffic deposits such as, but not limited to: grease, asphalt, tar, soot, cement, etc.
- Carpets installed in rental properties.
- Color changes due to fading.


### EXCLUSIVE LIFEPROOF STAIN & SOIL WARRANTY

■ If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, The Home Depot will handle such claims as stated above in the Limited Stain & Soil Warranty, but with the limited exclusions detailed below.

LifeProof Stain and Soil Warranties exclude:

- Damage caused by oil or wax-based substances, including paint and other non-household products.



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**LIMITED WEAR WARRANTY**

\*\*During the warranty life, your carpet will not lose more than 10% of the fiber due to abrasive wear in any one area. If your carpet is determined to have lost more than 10% of its fiber, The Home Depot and the carpet manufacturer will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value. Fiber is measured in terms of "face weight," and is defined as the number of ounces of fiber in a square yard of carpet. Due to several processes involved in manufacturing, the actual face weight may reflect a variance of up to 7% from the store sample.

**Limited Wear Warranties exclude:**

- Damage caused by improper cleaning methods. For additional care and maintenance details for your carpet, please visit [www.carpet-rug.org](http://www.carpet-rug.org).
- Damage caused by tears or pulls from furniture or the use of inappropriate cushion
- Carpets installed outdoors, on stairs, in bathrooms, kitchens, garages, etc. (Stairs included for Platinum Plus® warranty level products)
- Carpets installed in rental properties

**LIMITED TEXTURE RETENTION WARRANTY**

\*\*During the warranty life, the surface of your carpet will retain its texture. Texture retention is the ability of carpet to retain its visible shape and not burst, bloom, open or lose twist. For details on texture retention measurement, please visit [www.carpet-rug.org](http://www.carpet-rug.org). If your carpet fails to maintain a texture retention rating of at least 3.0 for the specified warranty life, The Home Depot will coordinate replacement for the affected area only with identical carpet, or carpet of comparable value.

**Limited Texture Retention Warranties exclude:**

- Carpets installed over cushion with a density lower than 6 lb.
- Carpets installed outdoors, on stairs, in bathrooms, kitchens, garages, etc. (Stairs included for Platinum Plus® warranty level products)
- Carpets installed in rental properties
- Damage caused by pets

**WARRANTY DETAILS**

To make selecting your new carpet easier, our warranties are organized into four levels. Warranties that are subject to proration are identified on page 9, and a proration schedule is provided at right for reference. These warranties apply to all carpet products purchased on or after July 1, 2013. Warranty coverage begins on the date of the installation for the stated time period. Proof of purchase and professional cleaning is required for warranty coverage. If replacement carpet is authorized, all warranties cover labor for disposing of existing carpet and for new carpet installation. Replacement cushion is not included.

YEAR	PRORATION
1	100%
2	100%
3	100%
4	90%
5	80%
6	70%
7	60%
8	50%
9	40%
10	35%
11	30%
12	25%
13	20%
14	15%
15	10%

**WARRANTY PRORATION**

\*\*The proration schedule applies to the identified warranties on page 9.

**CARPET INSTALLATION**

Pricing only applies to basic installation labor for carpet and pad from The Home Depot in single-family residential homes for one or more rooms. Basic installation labor does not include custom or optional labor such as moving furniture, removing and hauling away existing flooring, and installing flooring on steps. Multi-family and commercial jobs will be done by quote only. Offer not valid on glue-down carpet installations. Offer available in all U.S. The Home Depot stores.

**LIFETIME INSTALLATION WARRANTY**

°°To the extent permissible under applicable law, The Home Depot warrants the workmanship of the carpet installation for the lifetime of the carpet. The limited warranty covers all seams, restretches and stairwork. The Home Depot's warranty applies only to installation labor and is not transferable. The warranty applies to single-family homes used solely for residential purposes. For the warranty to be valid, the customer must have the receipt of purchase. The Home Depot's warranty does not cover damage caused by Acts of God, installation or repairs made by persons other than The Home Depot or authorized service provider, abuse, misuse, neglect, or normal wear and tear. The warranty is void if flooring is subject to improper maintenance, improper cleaning methods, abuse, excessive moisture or structural alterations. Merchandise and materials are covered exclusively by the manufacturer's warranty, if any. This limited warranty gives customer specific legal rights and customer may also have other rights that may vary from state to state.

**THE HOME DEPOT LIMITED EXTENDED WARRANTIES GENERAL TERMS & CONDITIONS**

All limited warranties only apply to carpet purchased from The Home Depot and installed in owner-occupied residences where no commercial activity, including rental or day care, takes place. These warranties exclude carpet which has been put in commercial use, abnormal use or conditions, any type of abuse, vandalism, or damage by smoke, fire, storm, flood, hurricane, wind, lightning or any natural disaster. Any repair or replacement under these limited warranties will be coordinated by The Home Depot and will be limited to the affected area only and adjacent areas extending to the nearest wall, doorway or entrance. To qualify for warranty coverage, all carpet purchased from The Home Depot must be installed over carpet cushion which meets the HUD UM 729, Class 2 standards. These HUD standards set minimum standards for carpet cushion for density (lb./ft.), thickness (in.), weight (oz./sq. yd.) and other physical characteristics which determine performance. These limited warranties are conditioned upon your compliance of recommended carpet care and cleaning procedures and are voided if those procedures are not followed.

We reserve the right to limit quantities to the amount reasonable for our regular customers. In the event of an error, we will make every reasonable effort to accommodate our customer. Details on any product warranty available at store. ©2015 Homer TLC, Inc. All rights reserved.



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