

Limited Lifetime Manufacturer's Warranty

Thank you for purchasing a Unique Loom rug. Below are the terms under which your rug is covered by our limited lifetime manufacturer's warranty.

This manufacturer's limited lifetime warranty covers any defects in material or workmanship under normal use during the warranty period. During the warranty period, Unique Loom will replace, at no charge products or parts of a product that prove defective because of improper material or workmanship, under normal use and maintenance. This guarantee does not provide replacement necessitated by normal wear-and-tear, misuse, or accidental damage.

To obtain warranty service, you must first contact Unique Loom to determine the problem. A photo of your defect must be submitted and then it will be determined if your item must be returned to Unique Loom.

Note if you request to return your defective rug to Unique Loom, you are required to package the item at your own expense properly, such that it arrives free from damage in transit. Upon arrival and further inspection at Unique Loom if the rug is confirmed as defective a replacement will be shipped.

