

Thank you for buying our rug!

Upon receipt please inspect the outer plastic polybag to rule out freight damage, please call 212-686-6686 or email sales@concordglobal.net if you think it was.

We do not recommend using a box cutter or scissors to remove plastic bag as you may damage the rug. If you use them, please do so carefully.

If you purchased a shag, multi-textured or blended yarn (olefin, polyester and/or acrylic), the yarn may be pressed from product being rolled. It may appear much different than the image you saw online since the pile is pressed and needs to rest in order to open up. Polyester tends to shine and shag pile may be pressed down and look flat. Don't be alarmed, this is all normal! In some cases it may take up to 1-2 weeks to fully open up. . . to speed up this process you can roll the rug in the opposite direction as well as reverse rolling it with the pile facing in or out – depending on how it arrived to you. You can also hand brush the pile to speed up the opening process and give it a few days to rest to open up on your floor. Following these steps would significantly reduce the time for yarn to rest so you can enjoy your luxurious purchase! The images we have online were done at a photo studio so the appearance of your rug may vary slightly due to your monitor settings as well as lighting environment whether from natural or electrical light source(s) which also vary depending on electric light color/type. **PLEASE KEEP IN MIND THAT RUGS HAVE A LIGHT SIDE AND DARK SIDE, IF YOU ROTATE THE RUG THE COLOR TONE MAY ADJUST AS WELL.**



Rug Care and Maintenance:

- Professional Cleaning Recommended
- Rug padding is recommended to protect the surface underneath, prevent slippage as well as extend the lifecycle of the rug.
- Blot spills and stains immediately, please make sure the rug is not soaked as the jute incorporated in the backing will absorb liquids and expand creating irreversible creases. If using professional cleaners, do make them aware.
- Vacuum regularly and if using a beater bar type vacuum, please make sure it's on a high elevation setting. Avoid using low height levels that are close to the surface of the rug especially with shag or multi textured area rugs as yarn may snag.

Product Warranty:

Rugs are prone to regular wear and tear. We guarantee products from manufacturing defects but must be reported upon receipt so we can work with our QA/QC teams on a solution or replacement. Please contact sales@concordglobal.net if there is an issue. We do not accept worn, used, stained or dirty rugs. Please be sure to inspect packaging upon receipt to rule out freight damage by carriers, if you think there is one. Then contact us immediately – same email address as above.