

Warranty Information

The manufacturer offers a limited one year warranty for their exclusive rug collections against manufacturing defects. This warranty does not cover any damage resulting from unusual activities. If a manufacturing defect has been identified upon receipt of rug, or develops under normal conditions of use, the manufacturer will repair or replace the damaged rug, at their option, without charge. To file a warranty claim on one of their rugs, contact an authorized dealer. The original receipt is required for proof of purchase, and is not transferable. The Manufacturer's total liability shall not exceed the invoice amount to the original purchaser. The manufacturer is not responsible for bodily injury, property loss or damage, removal or relocation of furnishings, or any incidental or consequential damages or costs associated with repair or replacement.

There are outside elements that may affect your rug's appearance over time. Many of these conditions are not covered under this warranty. These conditions are normal and are not considered manufacturing defects.

These include, but are not limited to the following:

- Rolling the rug for shipping can cause seam peaking. Carefully rolling your rug in the opposite direction will minimize this problem, and it should disappear after a few weeks.
- Small filaments of yarn that dislodge and gather on the surface, especially in traffic paths, may cause piling and shedding, and this will also minimize with regular vacuuming.
- Matting and crushing can occur in all rugs, especially at pivot points and traffic paths. Regular and proper maintenance help to minimize these characteristics.
- Occasional sprouting, pulls, or loss of pile fiber is normal. Simply trim the loose fiber with sharp shears and vacuum. Ridges or rows may develop in high-traffic areas.
- Exposure to sunlight, humidity, heat, oxides and other atmospheric gases may cause color changes. Improper maintenance can also affect color appearance.
- Wet areas, like bathrooms, may cause texture and color changes due to humidity and exposure to chemicals such as chlorine.
- Improper maintenance, including use of the vacuum cleaner's beater bar
- Soil and stain resistance are excellent in all of our indoor/outdoor rugs, but no rug is impervious to everything. Routine care and cleaning are vital to maintaining long-term durability and appearance.

WARNING: Attempting to clean your rug with an intense heat process of any kind, including, but not limited to, hot water extraction, carpet shampooing, or commercial aerosol foam products intended for broadloom carpet may permanently damage your rug and will void your warranty.