

WARRANTY INFO

2017

WARRANTY

30-day warranty against any manufacturing defects on all products.

MANUFACTURING DEFECT:

Manufacturing defects are classified as a tear, dirt or other elements that are not considered inherent to the nature of our rugs.

See below for reference to what is considered a naturally occurring variation.

SPACE-DYED YARNS, DYE LOTS, SIZES, HANDMADE VARIATIONS

It is inherent to the manufacture of our products that variations to dye lots, size, and handwork exist.

Space-Dyed Yarns: Space-dyeing is a yarn dyeing technique in single or multi-color spaces along given linear length in either repeat or random types of patterns. We have adapted this very special technique to the design of braided-texture area rugs. The result is a totally unique look in which different areas of a rug will have greater or lesser amounts of color/colors. The process is random and assures that no two rugs will be exactly alike. It is this randomness of color positioning that makes the space-dyed braided-texture area rugs and accessories beautifully charming and totally unique.

Dye Lots: All of our yarns and fabrics are dyed to our specifications from “natural tones.” In any textile fiber, the natural base or the sequence in dyeing may differ from time to time; tolerable variances to be expected.

Size Variations: Our products are virtually handmade without precision machinery. Therefore, variations due to size of braid or handwork may cause sizes to vary \pm 3% to the listed size. Over time, certain yarns and fabrics also have a tendency to ‘relax’ or ‘settle,’ which can add up to 2” to the dimensions of a braided-texture rug but does not affect any other aspect of its quality.

Handmade Variations: All of our products must begin and end. This process is the function of the machine operator or sewer. Each have their own trademark. Color changes are made during bobbin changes and are not imbalances in the product.

All the above properties are inherent to the homespun look and are evidence of its handmade quality. Returns cannot be authorized because of them.