



WARRANTY

Rugs International warrants its carpets to be free from defects in material and workmanship for a period of one year from the date it is shipped from our mill to purchaser. If you choose to store your carpet for any length of time, the warranty will be in effect even during storage.

Claims for color variation within commercial tolerances will not be considered. No claim will be allowed for goods which have been cut or installed with visible defects. No claim will be allowed for damage to carpet occurring or resulting from improper cleaning. No claim will be considered on carpet that has been treated with any topical treatments.

All carpets and rugs should be checked for correct style, size and color before cutting and installing.

Claims will not be considered on carpets that have been cut and/or installed when visible defects are present. Improper installation is not grounds for a claim against Rugs International. It is your responsibility to contract with the proper installer who is knowledgeable with the type of installation you require, in addition to the type of adhesives required for any type of direct glue installation.

Rugs International does not recommend that the Carpets and Rugs we sell you be Treated or Sprayed with any Topical Treatment. Although this type of procedure is common with Synthetic Carpets, it is not common or recommended in Wool Carpets, Silk Carpets, or Nylon hand tufted rugs. In the event that Topical Treatments are used on any of the Carpets or Rugs, it immediately cancels and voids our Warranty. Please see our additional Special Notice on Vacuuming Carpets. Unsatisfactory carpet appearance caused by improper maintenance, improper cleaning procedures, or use of harsh chemicals are not basis for claims.

Rugs International will not warrant cleaning of carpets. If you have spills or stains, do not attempt to spot clean them yourself. Whatever caused the stain or spill can worsen with the wrong chemicals. Contact a reputable cleaner immediately.

No claims or returns will be honored unless first authorized by Rugs International. In case of a manufacturing defect, Rugs International reserves the right to repair or replace the carpet, or any part thereof, at the discretion of Rugs International.

Occasional sprouting or tuft loss is a normal condition and is not considered a manufacturing defect.

Shedding or fuzzing is a normal characteristic of some carpets and is not a manufacturing defect.

It is normal for carpet to have dye or textural variations from the original sample or from dye lot to dye lot.

Highlighting and shading are differences in light reflection between surface areas and are not considered manufacturing defects.

