



## Warranty

Rugs International warrants its carpets to be free from defects in material and workmanship for a period of one year which is standard in our Industry.

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.

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 or Silk Carpets. 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.

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.

In the event of damaged or defective carpet, a claim must be made to request either repair or replacement of carpet. If the carpet is going to be replaced and the buyer chooses to install either the defective carpet or a carpet of their own until the replacement ships, Rugs International will not be responsible for any installation costs for either the damaged carpet or the new replacement carpet. Rugs International is not responsible for any furniture moving, take up of existing carpet, disposal, preparing carpet ( labor and materials ) to ship back to warehouse or any costs for time or travel to job site. Rugs International will not be responsible for any time, material or additional charges for installation.

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 dyelot to dyelot.

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

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