



DAMAGED OR DEFECTIVE CARPETS

There are times when carpets or rugs are damaged during shipping. Unfortunately, this is outside of our control.

In the event of damaged or defective carpet, a claim must be made to request either repair or replacement of carpet.

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.

Although Rugs International does not recommend installing any carpet or rugs that are damaged or defective while waiting for replacement, we do receive requests to consent to the release of goods for temporary installation.

If the carpet is going to be replaced and with the proper authorization from Rugs International, 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 shipping, freight or installation costs for either the damaged carpet or the new replacement carpet.

In addition, Rugs International is not responsible for any furniture moving, take up of existing carpet, disposal of any padding, carpet or materials. If the carpet needs to be returned to our warehouse, Rugs International will not be responsible for the cost of preparing carpet (labor and materials) to ship back ,or any costs for time or travel to job site. All materials and charges for installation are the responsibility of the buyer.

If the carpet is a manufacturing defect, we will pay for the shipping charges of the new replacement carpet. The buyer will be responsible for any shipping to job site and return of defective goods.

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