

Wool Rug Warranty

Inspect your new rug thoroughly upon opening of the package. Do not use a knife, scissors or any other sharp object when removing the protective wrapping.

Sharp objects may cause permanent damage to the rug or its serged edge finish.

We extend certain warranties that cover our wool rug products. These rugs are made from high quality fiber and workmanship.

Engineered Floors limited warranty period is 2 years from the date of our invoice.

Warranty is to the initial purchaser of the rugs, therefore warranty is non-transferable.

There are normal characteristics to new wool rugs which are not considered as defects and as such are not covered by this warranty.

Additionally, your wool rug must be maintained in accordance to Engineered Floors published guidelines for maintenance of wool rugs.

Wool rugs are not intended for high traffic commercial applications.

Engineered Floors warranty covers workmanship of the rug(s) and fading of color by natural causes.

- 1- Shedding and loose threads are common involving new wool rugs. Regular vacuuming will remove these without damage to the rug.
- 2- Shading is inherent involving wool rugs. Regular vacuuming will prevent or reduce the visual effect of shading and as such is recommended.
- 3- Should an occasional thread become present on the carpet or especially on the cut edge, the thread(s) should be clipped using scissors.
- 4- As in all high quality carpets, colors are subject to dye lot variations.
- 5- Engineered Floors Maintenance Instructions for wool rugs must be followed as wool rugs can be permanently damaged by use of aggressive equipment or solutions which may result in fading, color loss, fiber damage or rapid soiling.

What EF will do in the event of a validated claim:

We will either repair or replace the product.

EF's total liability shall not exceed the invoice amount to the original purchaser.

In the event of onsite repair or replacement, the removal or relocation of furnishings must be performed or costs covered by the customer.

Warranty exclusions include, but are not limited to the following:

- 1- Installation on stairs.
- 2- Cuts, tears, burns, crushing, stains, pulls, matting or soiling are not covered.
- 3- Engineered Floors Maintenance Instructions for wool rugs must be followed as wool can be permanently damaged by use of aggressive equipment and or solutions.
- 4- Flooding or exposure to high volume of water may cause crocking.
- 5- Application of topical protectant or any other form of application by the end user.
- 6- Damage to the binding or surging of the cut edges
- 7- Improper use or application of the rugs, such as use outdoors or as walk-off material.
- 8- Any cuts or alterations to the rug from it's original status as shipped from our facilities.
- 9- Any damage that has occurred in transit. Any claims should be filed with the freight carrier