RUG WARRANTY

Limited one-year manufacturing warranty

World Rug Gallery provides a one-year limited repair or replacement warranty. World Rug Gallery warrants (to the original purchaser) that our area rugs will be free from any material or manufacturing fault or defect which would prevent our area rugs from giving satisfactory service for a period of one year from the date of delivery to the original seller. This limited warranty does not include the area rug's serging or fringe and specifically excludes any damage to the area rug caused by normal or extraordinary wear and tear, commercial use, improper maintenance or any damage caused by factors not inherent in the area rug at the time of purchase. Material and manufacturing defects will be determined by an Authorized World Rug Gallery Inspector. World Rug Gallery, at its sole discretion, will replace, repair, refund or give credit (to the original purchaser) for the price of the area rug if a manufacturer's defect develops under normal use during the warranty period. To register a complaint under this warranty, simply contact your Authorized World Rug Gallery Dealer. Proof of original purchase is required. World Rug Gallery's repair or replacement warranty does not cover certain inherent characteristics in area rugs, including, but not limited to those described in this booklet, which may affect the product's appearance and/or performance over time. This warranty shall not apply to defects first notified to World Rug Gallery in writing more than one year after delivery to the original purchaser

Warranty Limitations

Warranty Limitations World Rug Gallery's repair or replacement warranty does not cover certain inherent characteristics including, but not limited to, those described in this booklet which may affect the product's appearance and/or performance over time. It is only applicable to products used in indoor living environments (unless a product is categorized for outdoor/indoor usage) that are maintained at normal temperature and humidity.

ABNORMAL WEAR AND ACCIDENTS We do not cover damage resulting from abuse or accidents, such as staining, soiling, burning, flooding, cutting or spilling; damage caused by pets; or damage caused by improper cleaning methods and materials. We do not cover products placed on stairs or ramp entrances that are subject to heavy traffic.

CHANGES IN AREA RUG COLOR We do not cover changes in area rug color resulting from external causes, such as fading due to spills of household chemicals and other non-food and non-beverage substances.

DIFFERENCES OF COLOR VARIATIONS We do not cover minor and normal differences between color and texture from specification samples.

DISCONTINUED MERCHANDISE This warranty does not apply to any area rug purchased as special merchandise, irregulars or below standard price.

IMPROPER PADDING Warranty may be void if improper padding is used. Padding of insufficient density will cause your area rug to wear out prematurely. Please refer to the Care and Maintenance section of this booklet for padding recommendations.

SHADING OR PILE PRESSURE We are not responsible for shading or pile pressure which may affect pile fabrics due to varying weight and traffic on or over your area rug's surface during use. We are not responsible for damage caused by failure to use protective chair pads under chairs with roller coasters.

ROLL MARKS are caused by rolling the rug for shipment, but will normally disappear with routine vacuuming. Rolling the rug for shipping can cause seam peaking. Carefully rolling your rug in the opposite direction will minimize this problem, and it should disappear after a few weeks.

USE OF TOPICAL TREATMENTS Warranty will be void if topical treatments are used. Topical treatments include any aftermarket soil, stain or insect repellents.

GEOGRAPHIC LOCALE these warranties are only applicable in the United States and Canada. * The warranties extended on World Rug Gallery area rugs are intended for the protection of the initial purchaser and are not transferable to any other party.