



TERMS & CONDITIONS / Warranty & Care

Kaleen Inc. offers a limited one year warranty from the date of invoice against manufacturing defects for their exclusive rug collections. If upon receipt of the rug, a manufacturing defect has been identified, or develops under normal conditions of use, Kaleen Inc. will repair or replace the damage rug at no charge. However, all handmade rugs are unique by nature. Slight variances in color and design are common as they are each unique works of art. Because of these unique characteristics sizes may also vary slightly. All stated sizes are approximations. In addition, some situations occur over time and could affect your rug's appearance that is normal and not covered under warranty. This includes but is not limited to the following:

- Due to the use of natural fibers and dyes, color and texture may vary slightly from one rug to another.
- Roll marks caused by rolling the rug for shipment are normal and will disappear with routine vacuuming.
- High rows can occur during shipping as well. This will disappear after a few weeks.
- Shedding and pilling is normal for new rugs, especially those with cut piles. This will decrease significantly with routine vacuuming.
- Matting and crushing can occur in all rugs, especially in high traffic paths. Regular and proper maintenance help to minimize these characteristics.
- Highlighting, shading, and watermarking are caused by the reversal or bending of carpet fibers so that light is either absorbed or reflected from the surface.
- Occasional sprouting, pulls or loss of single tufts of fiber is normal. Simply trim the tuft with sharp shears and vacuum.
- Ridges or rows may develop in high-traffic areas.
- Excluding our Indoor/Outdoor products, prolonged exposure to sunlight, humidity, heat, or certain atmospheric gases may cause color changes.
- Wet areas, like bathrooms, may cause texture and color changes due to humidity and exposure to chemicals such as chlorine.
- Rugs recently removed from a bag may have a slight odor. This will dissipate in a few days. Placing the rug in direct sunlight for 24 hours will aid in the dissipation.

Routine care and cleaning are vital to maintaining the long-term durability and appearance of your rug. For maximum appearance retention, rotate your rugs every 3-6 months. Keep your rug out of direct sunlight as much as possible. With the exception of our Indoor/Outdoor products that have been UV protected, rugs in direct sunlight will fade over time.

WARNING: Attempting to clean your rug with a wet process of any kind, including, but not limited to hot water extraction, carpet shampooing, or commercial aerosol foam products intended for broadloom carpet may permanently damage your rug and will void your warranty. Excessive exposure to water must be avoided with all natural fiber rugs.

All Kaleen rugs with the exception of our hand-processed Jute products can be cleaned by first scraping off any food or debris with a dull instrument. Then mix a very small amount of dish soap with a cup of cold water. With a clean sponge and your soap mixture, gently remove the remainder of the stain. Avoid using excessive water. Blot the area with a dry cotton towel or white paper towel and allow to dry thoroughly. However, for best results, professional cleaning is always recommended.

- Natural fiber rugs such as wool should be professional cleaned to remove more stubborn stains.
- Jute textured rugs are extremely sensitive to moisture and humidity. It is recommended that these rugs be professionally cleaned if it becomes necessary.
- Synthetic fiber rugs made from materials such as Olefin, Polypropylene or Nylon can be cleaned with common household cleaners such as Fantastic or Formula 409 to remove more stubborn stains and/or grease.
- Rugs manufactured to be Indoor/Outdoor can accept a periodic over-all cleaning by spraying a mixture of soap and water over the entire rug and then thoroughly rinsing with a garden hose.

TERMS & CONDITIONS / Returns & Claims

Kaleen stands behind every product it sells with a goal of 100% satisfaction for you the customer. Should you not be happy with your purchase for any reason you can return it by calling for authorization.

****All returns require a RETURN AUTHORIZATION number** to ensure fast processing and refund. Any item received without a return authorization number will not be eligible for a full refund of the purchase price nor for any applicable freight charges.

- Return Authorizations can be obtained by calling toll free **888-452-5336 ext. 116** or by email at **rtv@kaleen.com**
- All returns must be re-packaged in a manner similar to how it was received. Reasonable care must be taken to ensure the merchandise is packaged in a way to avoid damage while in transit back to us.
- The Return Authorization number must be visible and legible on the outer packaging for fast identification. Illegible or missing return authorization information will delay and could void any refund or credits due. For your protection, always retain copies of any tracking information you receive.
- Return Authorizations are valid for thirty (30) days from the date of issue. If the merchandise is not returned within thirty (30) days the Return Authorization shall be cancelled and it will be presumed the merchandise is being kept and you accept responsibility for payment in full.

Defective Merchandise: While Kaleen's quality control is the most stringent in the industry, we do recognize that from time to time, manufacturing defects do occur. In those instances returns are accepted with no re-stocking fee. Also the return shipping fee is waived provided proper return authorization has been issued and applied to each return. Call 888-452-5336 ext. 116 or e-mail to rtv@kaleen.com to request a Return Authorization. Please note, that upon return, if the specified defect cannot be found and documented, the return will be subject to a 15% restocking fee and all applicable freight charges. You may be asked to provide pictures of the defect to avoid the possibility of a restocking charge.

Visible Freight Damage: If freight damage is visible at the time of delivery, please refuse to accept delivery and notify Kaleen's claims department immediately (888-452-5336 ext. 116. or via e-mail at rtv@kaleen.com). The freight company will be contacted and a claim will be filed by Kaleen's claims department. If an item is refused due to freight damage, a credit will be issued within 7 to 10 business days after the return of the merchandise.

Concealed Freight Damage: If any freight damage was not visible at the time of delivery, please notify the Kaleen claims department (888-452-5336 ext. 116 or via e-mail at rtv@kaleen.com) immediately upon discovering the concealed damage but no later than five (5) business days of delivery. We will issue a return authorization and contact the freight company for immediate pick-up. A claim will be filed and credit will be issued within 7 to 10 business days after the return of the merchandise. Kaleen cannot honor any returns for concealed damage made after five (5) business days after delivery so please open and inspect each rug as soon as possible.

Change of Heart: We all have experienced moments where items look perfect on the showroom floor but after getting home we had a change of heart. We at Kaleen want you to be 100% satisfied with your purchase; therefore, Kaleen will honor any change of heart returns and/or exchanges within thirty (30) days of purchase. Change of heart returns cannot be accepted after thirty (30) days of purchase. Please note, returns for reasons other than damage or defect will be subject to a 15% restocking fee and all applicable freight charges. The restocking and freight fees where applicable are attached to the order at the time the product is transferred from Kaleen's warehouse to the carrier. Contact Kaleen's customer returns at 888-452-5336 ext. 116 or via e-mail at rtv@kaleen.com for a return authorization number. All returns must be re-packaged in either its original packaging or in a manner similar to how it was received. Reasonable care must be taken to ensure the merchandise is packaged in a way to avoid damage while in transit back to us. We cannot accept COD packaging. Returns should be sent prepaid to the following address:

Kaleen Rugs, Inc.
1013 Bonny Oaks Drive
Dalton, GA 30721
Attn: Returns
Return Authorization # _____