



Maxy Home Limited Warranty

Maxy Home offers a 30-day limited warranty against manufacturing defects. This warranty is effective 30 days from the original delivery date and excludes normal wear and tear. It is only relative to the materials and workmanship of the product.

If a manufacturing defect is found upon receipt, at Maxy Home's sole option and to any extent that the company shall deem necessary a replacement or a full refund of the original purchase price will be issued to the buyer. Please advise that a proof of purchase is required to initiate a claim and this limited warranty is not transferable to subsequent purchasers or owners of this product.

Should you discover a manufacturer's defect upon delivery, please notify our customer service team immediately. Do not re-package the product before informing Maxy Home of the condition of the item as we may need to collect further information from you to retain for our record keeping.

There are outside factors that may affect your rug's appearance and these conditions are not covered under this warranty. These factors are normal and are not considered manufacturing defects. **These include, but are not limited to the following:**

Roll marks

All of our rugs are shipped in tightly rolled packages to ensure convenient shipping procedures. High pile rugs usually take about a couple of days to lay flat and some low pile rugs can take up to a month. Roll marks may appear and are caused by rolling the rug for shipment purposes. Reverse rolling your rug in the opposite direction and routinely vacuuming it will minimize this problem, as it should disappear after a few weeks.

Shedding

Shedding of rugs is normal and will decrease significantly with routine cleaning. Small threads of filaments that extricate and gather on carpet surface, especially in high-traffic areas will reduce with regular vacuuming.

Improper maintenance

Improper cleaning techniques with the use of harsh chemicals and cleaning agents as well as wet areas containing moisture such as bathrooms can affect the color and texture of rugs. Should you have any questions or concerns regarding the upkeep of our merchandise, please contact us at c@maxyhome.com