

Product Warranties

Limited Residential Wear Warranty

Oriental Weavers Sphinx Division warrants to the dealer that its rugs will not wear more than 10% of its pile fiber for a one (1) year period of time from the date of delivery to the consumer.

Wear is described as abrasive wear only (loss of pile fiber). This warranty does not cover burns, tears, cuts or other damage due to improper use, or to the application of improper cleaning agents or maintenance methods. It does not cover appearance retention from matting and /or crushing due to heavy wear. Wear by definition does not include matting and crushing of face pile.

Stain Resistance Warranty

Synthetics:

The company is confident that all our synthetic rugs are highly resistant to staining and will perform extremely well in normal to heavy use and last for years to come with proper care. Polypropylene is solution dyed and therefore inherently stain resistant and features very low moisture absorbency. Most spills and common stains can be quickly and easily removed by ordinary cleaning methods with no damage to the pile yarns. We recommend professional cleaning if at all possible.

Wool:

Wool is a natural and more porous fiber and therefore more easily stained. Please refer to the label for cleaning instructions. New wool rugs have a tendency towards shedding or “pilling”. This is not at a manufacturing defect but a normal occurrence after the shearing process of wool fibers. The “shedding” will lessen with regular vacuuming but may possibly continue with rugs positioned in high traffic area and subject to “abnormal” use.

Oriental Weavers Sphinx Division carries no specific warranty or guarantees other than stated herein, whether written or implied on any of our rugs.