

Oriental Weavers Care and Cleaning

Oriental Weavers rugs are designed to last for many years, but as with all things, care and cleaning will prolong the life of your rug. We recommend the following:

Regular Vacuuming — keeps your rug clean and raises the fibers up to stand like the day you purchased it

Clip Long Ends — longer fibers may work to the surface after use or vacuuming, but do not pull them out. Clip these ends even with the rug's surface in order to avoid damage to the rug's weave.

Clean Spills and Spots Immediately — but do not rub a spill. Always blot to prevent the yarns from fraying. Simple soap and water will normally suffice to remove most stains. Always test cleaning solutions in an inconspicuous area to ensure the cleanser will not cause damage to the rug.

Professionally Clean Periodically — to remove deep dirt, dust and grime.

Rotate Rugs Periodically — over time, wear will begin to show. Periodically rotating the rug will help create even wear across the entire rug surface

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While weather-resistant, not all rugs labeled "outdoor" are completely weather-proof. If the rug gets wet, you should hang it to dry rather than leaving the rug in place. A railing or bannister is ideal for this purpose. Also, one of our Premium Outdoor Rug Pads will certainly help by insulating the rug from the hard surface on which it is placed. If possible, avoid placing the rug in direct sunlight. It's almost impossible to prevent fading, especially in warmer, sunny environments. In many cases you won't notice the gradual color fade, but if the rug is under outdoor furniture or not fully exposed to the sun, you will eventually see lines or gradations from dark to light. With proper care your rug should give you many years of enjoyment, but the elements can be tough on it. Keep it dry and clean as best you can.

Oriental Weavers Warranty

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. Oriental Weavers recommends professional cleaning if at all possible.

Claims & Returns Policy

All Oriental Weavers Sphinx rugs are expected to be in excellent condition upon delivery from the mill. However, if you or your customer receives a rug that is not in excellent condition you should contact your designated Oriental Weavers, Sphinx Sales Agent prior to receiving a Return Authorization from our Claims Department.

All claims must be filed within 30 days of receipt of rug. Claims for defective or damaged rugs are subject to inspection by the designated OW Sphinx Sales Agent in your territory in addition to inspection by our Quality Control Department.

RETURNS WILL NOT BE ACCEPTED WITHOUT A RETURN AUTHORIZATION

Goods that are returned without a return authorization will be refused. OW Sphinx division will inspect the defect/damage specified by the customer, if the claim is deemed legitimate, the customer will be issued a credit. If the rug passes inspection or no damage is found, the invoice will not be credited. The rug will be returned to the customer and the customer will be charged a **Minimum Restocking Fee of \$25.00 or a Maximum Restocking Fee of 25% plus the freight both inbound and outbound.**

Complaints will be handled on a case-by case basis. Rugs received by the customer in unacceptable condition can be returned to OW after a Return Authorization is received. OW will inspect the rugs upon their return and credit will be issued **only after inspection.**

Quality Claims

Manufacturing Defects

OW will inspect goods returned for manufacturing defects upon return in addition to primary inspection by the designated OW Sphinx Sales Agent. Goods that are returned without a return authorization will be refused at the dock. Oriental Weavers Sphinx division Quality Control Department will inspect the specific defect noted by the customer. If the defect is deemed legitimate, the customer will be issued a credit in a timely fashion. If the rug passes inspection or no defect is found a **Minimum Restocking Fee of \$25.00 or a Maximum Restocking Fee of 25% plus the freight both inbound and outbound will be deducted from the credit.**

Fringe & Serge

Returns for fringe and/or surging problems will be dealt with in accordance to the guidelines set above in the "Manufacturing defects" section.

Design Alignment / Pattern Effects In the design of Oriental Weavers rugs, the greatest care is taken to insure accurate reproduction of traditional handmade rugs and is so manufactured accordingly. Many patterns will not be exact and perfectly aligned as to dimensions of the actual rug and some designs may appear to be off-center or misaligned. These patterns are designed this way intentionally. All of Oriental Weavers' rugs are manufactured to exacting specifications and each pattern is reproduced to these specifications each time they are woven. The variation does not constitute a manufacturing defect and therefore does not qualify as a defect in any case. The "Striations" in the rugs are part of the side-woven design and representative of the "Abrash" look normally found in handmade rugs. This is not a design defect.

Return Condition and Packaging Oriental Weavers expects customers to take proper care in packaging for the return of a rug. The rug should be wrapped and secured in a plastic or other sturdy material, taped or tied and with the intent for the rug to reach the destination in the condition that it left the customer. The issued UPS label **MUST ACCOMPANY THE** rug with the RA number on it. Any rug returned without the proper label and RA number will not be accepted.

Performance Claims

Oriental Weavers takes the greatest care to insure a smooth and efficient customer service process from order entry through to the delivery of each rug. Our customer service department is second to none and is always happy to assist our customers in any way humanly possible. However, if an error does occur we will do our best to remedy the situation promptly and accurately.