

## 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.

### 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 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.

## 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.