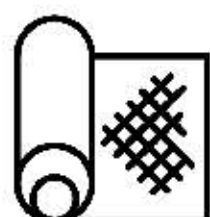




Odor

Due to some rugs sitting packaged in a warehouse, they may acquire an "off gas" smell for a few days. Unpacking the rug and allowing it to breathe will resolve any odor. You may also expedite odor neutralization by sprinkling baking soda on the surface, allowing it to rest for a brief period of time and vacuum without the beater bar to remove.



Minor Loose Threading

Loose threads sporadically occur and should be fine to trim down to the pile height without damaging the rug or affecting its look.



Rug Pad

We encourage the purchase of a rug pad if placement on a hard surface such as wood or tile flooring to minimize rug movement. Rug pads are also used for additional under the foot comfort. Rug pad sold separately.



Shading

"Shading" or "watermarking" occurs when a slight change in the direction of the pile causes light to reflect differently than it does in the surrounding areas, appearing darker. This is an inherent characteristic of almost all pile rugs and is not considered a defect.



Crease & Flat Pile

Rug may arrive factory rolled/folded and have creases from packaging or compression from storage, normally flattening within two weeks. We recommend vacuuming the rug upon arrival, with suction only, to lift the pile fibers. Below, we have rounded up some of the easiest, most effective steps to remove creases out of your rug.

Reverse Roll the Rug: Reduce/remove creases by rolling the rug, pattern side up, massaging the creases with your hands. We suggest leaving it reverse rolled for at least 3 - 4 days before unrolling it again.

Weigh down Folds and Bumps: For more stubborn creases, place a piece of furniture or a stack of heavy books on the crease(s) for a few days. If the corners of the rug are curling, curl them backward, flatten them back out and place weight in just the corners of the rug. Allow another 2 - 4 days before removing the heavy objects from the rug.

Heat/Steam: Flip the rug over and use a hair dryer to heat up the creases and release them. Hold the hair dryer 6" - 9" away from the rug and use a sweeping motion. It's possible to melt rug fibers, so use a low or medium heat setting and keep the hair dryer moving. Or you may also lightly steaming the backside of the rug in the affected areas.

Tape Down the Rug: Apply double-sided carpet tape to the back of your rug; then remove the paper covering the adhesive and smooth the rug over the floor. Press the tape down firmly, smoothing it as you go. Carpet tape works on hard floors and on existing wall-to-wall carpet, holding your rug in place. If you have laminate flooring, purchase a less adhesive double-sided tape to prevent the laminate from buckling or otherwise being damaged.