



Frequently Asked Questions

Q: How do I get rid of folded edges or creases in my rug upon arrival?

A: If rug arrives rolled:

Open your rug as soon as possible once it arrives. You can reverse roll the rug and let it sit for 24 hours before laying it flat on the floor. Curled or folded edges can be gently worked out by bending them in the opposite direction and then weighing them down with a heavy book or object. To flatten stubborn edges, use rug grippers or anti-slip tape for to adhere the rug to the floor.

A: If rug arrives folded:

Open your rug as soon as possible once it arrives. These rugs may have creases that will smooth out after a few days. Simply place the rug on the floor and pull gently on the edges to help smooth out any creases. Creases should disappear within a few days.

Q: How can I prolong the lifespan of my rug?

A: Rotate your rug every few months to distribute wear evenly. Avoid placing it in direct sunlight, as this can cause color to fade over time. Bring outdoor rugs inside during seasons not in use. We always recommend placing a non-slip rug pad underneath your rug to help keep it in place and increase rug longevity.

Q: My rug has a chemical odor. Is this normal?

A: It is normal for some rugs to have a mild chemical odor when first opened, which will typically dissipate within about 24 hours. If desired, place the rug near an open window or fan for the first few hours to help air it out.

Q: How do I clean spills or stains on my rug?

A: Clean small spills immediately by blotting with a clean, dry (dye-free) cloth. Do not rub; just press firmly on the affected area to absorb the liquid. Hard-to-remove stains should be professionally cleaned.

Q: Is my rug safe to vacuum?

A: Vacuum your rug regularly (without a beater bar) in order to maintain the life and beauty of your rug. This will also help reduce any potential shedding that may occur. Avoid vacuuming fringes/tassels to help prevent fraying of the edges.

Q: Why does my rug look different than the photo?

A: Rug colors, sizes, patterns may vary slightly depending on how your rug is made and the size ordered. Due to different monitor resolutions and lighting you may notice a slight difference in color. Each handmade rug is unique to the artisan who weaved it; therefore, size and color may vary slightly in each piece.

Q: Why is the pattern of my rug slightly different than the photo?

Patterns will be altered slightly and scaled accordingly by size and shape of the rug you choose.

Q: My rug is shedding. Is this normal?

A: It is normal for new rugs to shed, and vacuuming regularly will help reduce this. In shag rugs, a high amount of shedding is normal and expected, due to the higher pile in comparison to other rug types. This is especially true for wool shag items. In natural fiber rugs, it is common for loose fibers to break down and pool underneath the rug surface. In addition to regular surface vacuuming, clean the floor under the rug.

Q: Can I use my rug outdoors?

A: Unless the rug you choose specifically mentions indoor/outdoor in the title we do not recommend using your rug outside, as this can result in mold or rug damage.

Q: Is my rug kid and pet friendly?

A: We recommend polypropylene or other synthetic material rugs for use with kids and pets. These materials are known for their durability and can be easily cleaned in case of spills. Our natural fiber, jute, or sisal rugs are not recommended, as they require more careful treatment. Hand-hooked rugs can be hazardous for pets with long nails or claws due to the nature of the weave. Wool rugs may also be a risk for pets due to excess shedding and loose fibers posing a potential choking hazard.