

# What are the full terms and conditions to the warranty?

Ruggable warrants (to the original purchaser) that our products will be **free from any material or manufacturing fault or defect** which would prevent our products from giving satisfactory service for a **period of one year from the date of delivery**.

If a manufacturing defect has been identified upon receipt of the product or develops under normal conditions of use during the warranty period, **Ruggable will refund, replace, or give credit for the damaged item**, at its sole discretion, without charge. In instances of minor defects or damage (to be determined by Ruggable), Ruggable may offer a partial refund.

To file a warranty claim on a Ruggable item, **simply contact us at support@ruggable.com**. The original receipt is required for proof of purchase. This warranty is non-transferable and can only be extended to products sold on Ruggable.com.

This warranty is viable for a period of up to one year from the date of delivery. This warranty shall not apply to defects first notified to Ruggable in writing more than one year after delivery to the original purchaser. If Ruggable replaces your item under this limited warranty, the remaining portion of the warranty period will be based on your original purchase date.

The liability and exclusive remedy of Ruggable under this warranty is limited to the actual cost of repair or replacement of the item. Ruggable's total liability shall not exceed the invoice amount to the original purchaser. If replacement is warranted, Ruggable shall provide an item of equal value if the identical item is unavailable. Ruggable is not responsible for bodily injury, property loss or damage, removal or relocation of furnishings, or any incidental or consequential damages or costs associated with repair or replacement.

This limited warranty does not include the products serging or fringe and specifically excludes any damage to the product caused by normal or extraordinary wear and tear, commercial use, improper maintenance, or any damage caused by factors not inherent in the product at the time of purchase. Material and manufacturing defects will be determined by an Authorized Ruggable Inspector.

This is a limited warranty and contains specific exclusions and limitations.

### **Warranty Limitations and Exclusions**

The warranties extended on Ruggable products are intended for the protection of the initial purchaser and are not transferable to any other party.

This warranty is only applicable to indoor floor coverings that are placed indoors, outdoor floor coverings that are placed outdoors, and floor coverings placed in environments maintained at normal temperature and humidity (e.g., excess heat has not been applied to the floor coverings). This warranty will not cover any condition resulting from problems caused by wetting or the persistence of moisture. It does not cover tears, burns, cuts, pulls, or other damage, deterioration, stain, loss of color or appearance caused by abuse, improper or inadequate maintenance.

**Abnormal Wear and Accidents:** This warranty does not cover damage resulting from abuse or accidents, such as staining, soiling, burning, flooding, cutting or spilling; damage caused by pets; or damage caused by improper cleaning methods and materials. It does not cover products placed in use on stairs, ramps, or any area regularly subjected to wheeled or rolling apparatuses. Occasional sprouting pulls, or loss of single tufts of fiber or threads is normal and should be trimmed with sharp shears.

**Changes in Area Floor Covering Color:** This warranty does not cover changes in floor covering color resulting from external causes, such as fading due to spills of household chemicals and other non-food and non-beverage substances.

**Differences of Color Variations:** We do not cover minor and normal differences between color and texture from specification samples or website images.

**Improper Padding:** Warranty will be void if improper padding is used (i.e., a Floor Cover is used without a Rug Pad or a Rug Pad that was not made by Ruggable is used).

**Shading or Pile Pressure** We are not responsible for shading or pile pressure which may affect pile fabrics due to varying weight and traffic on or over your area floor covering's surface during use. We are not responsible for damage caused by failure to use protective chair pads under chairs with roller coasters.

**Roll marks** are caused by rolling the floor covering for shipment but will normally disappear with routine vacuuming. Rolling the floor covering for shipping can cause seam peaking. Carefully rolling your floor covering in the opposite direction will minimize this problem, and it should disappear after a few weeks.

**Use Of Topical Treatments:** Warranty will be void if topical treatments are used. Topical treatments include, but are not limited to, any aftermarket soil, stain, or insect repellents.

**Shedding** is normal in new floor coverings and will disappear with routine vacuuming.

**Geographic Locale** this warranty is only applicable in the United States and Canada.

Our floor coverings are stain-resistant and durable, but no floor covering is impervious to everything. Routine care and cleaning are vital to maintaining the long-term durability and appearance of your floor covering. See this [link](#) for care instructions.