



**LINIE DESIGN**

HANDMADE RUGS

## **USEFUL INFORMATION**

### **Deviation +/- 3%**

All our rugs are handmade and unique, therefore size can vary and a deviation of +/- 3 % or less are not accepted as a claim, but a natural deviation, caused by i.e. washing and drying.

Please note, we do not recommend placing 2 rugs aligned to form "a larger rug". This is, however, not an issue with our shag-pile rugs, where the pile covers the joints.

### **Colour variations:**

Colour variations can occur in handmade rugs and will not be accepted as a claim. This is due to the dyeing process of natural wool, which can and will, vary from production to production. This means the sample in the store may vary slightly compared to the actual rug and particularly when natural wool is used.

### **Odour:**

Although our rugs are designed in Denmark, they are produced in India, where weather conditions, including the air humidity, are different from the conditions in Denmark. As a result, odours may occur when unwrapping the rug. Allow the rug to acclimatise a few days and the odour disappears. If you see mould on the rear side of the rug, it has been wet, we treat this as a claim.

### **Cleaning and maintenance (viscose rugs excluded):**

The cleaning instructions are the same for nearly all rugs (*However, be careful with viscose rugs, see separate section about viscose*):

- 1) Start by vacuum cleaning the rug with the brushes in inwards position.
- 2) If this is not sufficient, use a cotton cloth and lukewarm water (do not use cleaning agents), and carefully rub the stain away.
- 3) If the stain is still visible, we do recommend sending the rug to a professional rug cleaner for flat wash.

We recommend a rug underlay for all rugs to prevent sliding and allow it to lay nicely on the floor. In addition, use underlay to avoid discolouration of floors from excess colour from the rug.

Vacuum clean and turn the rug regularly to avoid wear and tear the same place. If the rug is reversible, such as a kelim, you can turn and reverse the rug to wear and tear evenly.

### **Special situation with hand-tufted , kelim, leather and viscose rugs:**

#### ***Hand-tufted rugs:***

The manufacture method of these rugs results in excess wool coming to the surface once the rug is used. After 4-5 months this will decrease but the rug will always produce excess wool. This will not qualify as a claim and the way to diminish the problem is by regular vacuum cleaning.

#### ***Cow hide rugs:***

Our beautiful hide rugs are made of cowhide, which is a natural material. All hides vary in structure and colour. Each hide is unique in colour and position of the colours. Hair lose will also occur as a natural process, similar to what you can see on shoes, bags etc. Large, hairless areas discovered upon receipt qualify as a claim. Hair lose in areas larger than 5 cm that occur within the first 6 months will also qualify as a claim.

#### ***Kelim rugs:***

On these rugs, the edges are the most exposed areas to wear and tear. It is important to turn and reverse the rug regularly. Kelim rugs are often lightweight materials and the corners may easily bend up. The solution is to press the corners in the opposite direction. Long treads on the surface can easily be cut off and does not qualify as a claim.

#### ***Viscose rugs:***

Regular vacuum cleaning in pile direction with the brushes in inwards position. Do not attempt to clean off stains with water as this may damage the rug. Consult a professional rug cleaner to perform a flat wash. Most rugs will shed pile, this is normal. Excess pile, should be removed from the rug regularly. Heavy furniture may leave pressure marks, this is normal on viscose rugs and pressure marks do therefore not qualify as a claim. Due to the shining properties of the viscose, two rugs ordered in the same colour may appear slightly different.

#### ***Shag-pile rugs:***

Most new rugs shed pile/yarn, which is normal, particularly for the smooth polyester and viscose threads. Excess pile/yarn, should be removed from the rug regularly, for example by vacuum cleaning. Please bear in mind that it is possible to pull out pile/yarn, this does not qualify as a claim.

#### ***Felt and hand-knotted rugs:***

The manufacture method of these rugs results in excess wool coming to the surface once the rug is used. Most rugs will shed pile, this is normal. Excess pile, should be removed from the rug regularly. Excess wool will not qualify as a claim and the way to diminish the problem is by regular vacuum cleaning without brushes.

**Moth:**

Most of our wool material are treated for moth. This happens during the dying process. However, the treatment does wear off. It is therefore important to vacuum clean “older” rugs regularly. Otherwise, moths may occupy the rugs in the store or in private homes.

We have more than 100.000 rugs in stock and to avoid pesticides our warehouse is cleared and checked quarterly. This is for our and your safety. Rentokil is our nominated pesticide removal company.

**Discoloration:**

Discoloration can occur; we therefor recommend underlay under our rugs.