

Loom Warranty

Loom Rugs have a client first mentality to ensure our customers have a great experience with a beautiful handmade product. We work closely with our customers who appreciate our communication and we strive to make ownership and care of an original Loom Rug a genuinely enjoyable experience.

1. Warranty Period

Residential – The warranty period is 12 Months.

Commercial – Please contact us for detailed information.

2. Warranty Coverage

The warranty covers any factory defects or faults in production. If the rug(s) has any issues resulting from how it was made or the materials used, we will repair it in a trading manner of workmanship or replace it.

3. Exceptions to Warranty

Tribal, Vintage, and Antique rugs are unique items that often have distinctive appearances, techniques, materials, and conditions that contribute to their charm and value.

These rugs are sold without warranty. This means that buyers accept these items in their current condition and the seller is not responsible for any defects or issues arising after the sale.

The Loom warranty does not cover damage caused by furniture. If any furniture causes damage to the rug(s), it won't be eligible for repair or replacement under the warranty.

The warranty also does not cover accidental stains that are not removable during use. For example, if a stain like red wine cannot be removed, it won't be covered by the warranty.

Any damage caused by improper cleaning methods or products is not covered. If the rug(s) is damaged due to incorrect cleaning practices, it won't be covered by the warranty.

The warranty won't cover any damage resulting from improper maintenance or usage of the rug(s) beyond its intended purpose.

4. Care/Maintenance Documents

Please refer to the attached document for information on how to properly care for and clean the rug(s) to avoid issues that might not be covered by the warranty. The document serves as a guideline for maintaining the rug(s).

5. Post-Warranty Support

Even after the warranty period, we offer support. If the rug(s) gets dirty, damaged, or needs maintenance, we will assist in fixing and cleaning outside the warranty at a trade cost.

Handmade Rugs Character and Variations

Hand-Dyed Wool

Hand-dyed wool means that the yarn used in these rugs is dyed by hand. This process results in each batch of yarn being unique, and there may be slight variations in colour from one batch to another. This uniqueness is a part of the charm and character of handmade items.

Size Variability

Handmade rugs are crafted by artisans, and as a result, the size of the rug can vary by up to 3-4%. This slight size variation is a natural characteristic of handmade items and adds to their individuality.

Colour Fading

Over time and with exposure to sunlight, it's normal for the colours of handmade rugs to fade. This natural process contributes to the rug's character. To minimise colour fading, consider rotating the rug regularly. Additionally, be aware that colour transfer may occur on light-coloured surfaces if the rug gets wet.

Pilling

Pilling can occur during the use of the rug due to factors like foot traffic, moving furniture, and vacuuming. Pilling is the formation of small, loose fibres on the surface of the rug. These can be carefully trimmed with scissors to maintain the rug's appearance.

Pop-Ups

Due to the type of weaving, yarns, and techniques used, you might notice short fibres or yarn pop-ups on the rug's surface. These can be trimmed with scissors or pushed through to the back of the rug, so they are not visible.

Variations are part of the organic and artistic nature of handmade products.

Construction & Design:

Handmade items, including rugs, may exhibit minor changes in appearance over time. These changes can include variations in the design, changes in the lines, or differences in pile thickness.