

Care and Maintenance Rugs

CARE INSTRUCTIONS

GENERAL

Our rugs are made from 100% New Zealand Wool. Slight variations in color, texture and size may occur as wool is a natural raw material and our rugs are handcrafted. It is normal for rugs to shed in the first few months of use. This process is not, under any circumstances, a quality or manufacturing defect as it is one of the characteristics of this type of material. The pilling decreases after some time of use and does not affect the appearance, strength, quality, or comfort of the rugs. Regular vacuuming will help to significantly reduce those loose fibers.

MAINTENANCE & CLEANING

To avoid stains or color changes due to exposure to sunlight, rotate and change the position of the rug frequently. We also advise you to change its position from time to time if you have furniture placed on it.

Wool rugs should be vacuumed frequently. Regular cleaning is essential to keep the rug in its original condition and quality. For woolen tapestries, we advise dry cleaning or cleaning with neutral pH soap and water (temperature should not exceed 30 °C/86 °F). Steam cleaning or any other method that involves a substantial increase in temperature (above 30 °C/86 °F) is not recommended.

Any dirt or spilled liquid should be cleaned immediately. It's easier to remove stains that haven't been completely absorbed. The removal of any stain should be done extremely carefully, without scratching or rubbing too much the rug. For a deeper and more effective cleaning, contact a specialized company.

It is important to emphasize that the products warranty does not cover any damages or non-conformities resulting from the non-compliance with the above-mentioned instructions.

Please read our [Terms & Conditions](#) for more information.

