

FLAGSHIP CARPETS Education

Warranty, Repair and Returns

WARRANTY ON PRINTED RUGS

ALL RUGS COME WITH A USEFUL LIFE LIMITED WEAR WARRANTY: FLAGSHIP WARRANTS THAT ITS RUGS WILL LOSE NO MORE THAN 20% OF THE YARN DURING THE USEFUL LIFE OF THE RUG COMMENCING AT THE TIME OF PURCHASE. FLAGSHIP WARRANTS ABRASIVE WEAR ONLY. THIS WARRANTY DOES NOT COVER TEARS, BURNS, PULLS, CUTS, PILLING, MATTING, OR DAMAGE DUE TO IMPROPER USE OR IMPROPER CLEANING AGENTS OR METHODS, NOR DOES IT COVER RUGS ON STAIRS OR OUTSIDE AREAS. WARRANTY DOES NOT APPLY TO IMPROPER MAINTENANCE OR NEGLECT.

WARRANTY ON SERGING

YARN AROUND THE EDGES

90 DAY LIMITED WARRANTY FOR MANUFACTURER DEFECTS WITH USEFUL LIFE RESERGE WARRANTY: FLAGSHIP CARPETS WARRANTS 100% OF THE COST TO RETURN, RESERGE AND RESHIP ITS RUGS FOR 90 DAYS FROM RECEIPT OF GOODS. AFTER 90 DAYS AND FOR THE USEFUL LIFE OF THE RUG, CUSTOMER PAYS FOR RETURN FREIGHT AND FLAGSHIP CARPETS WILL RESERGE AND RETURN THE REPAIRED RUG FREE OF CHARGE. BECAUSE OF HEALTH CONCERNS, ALL RUGS RETURNED FOR REPAIR MUST BE PROFESSIONALLY STEAMED OR HOT WATER CLEANED AT CUSTOMER'S EXPENSE PRIOR TO RETURN; PROOF OF CLEANING MAY BE REQUIRED.

NOTE: IT IS EXTREMELY IMPORTANT TO FOLLOW THESE CARE AND CLEANING GUIDELINES

- DO NOT DRAG FURNITURE ACROSS THE SERGING, IT WILL CAUSE DAMAGE TO THE RUG
- DO NOT ALLOW CHILDREN TO PULL THE SERGING
- PLEASE INSTRUCT THE CLEANING DEPARTMENT TO ROLL UP THE RUG AND SET ASIDE BEFORE CLEANING THE FLOOR; ANY HARD SURFACE CLEANING EQUIPMENT WILL CAUSE THE SERGING TO BECOME DAMAGED AND WILL VOID ALL WARRANTIES

EZ FIELD REPAIR: IF SERGE YARN IS COMPLETELY LOOSE OR EXPOSED, CUT THE YARN CLOSE TO THE RUG (ABOUT 1"), THEN WITH A GLUE GUN, APPLY A SMALL AMOUNT OF GLUE TO THE EXPOSED PIECE OF YARN. WET YOUR FINGER TIP AND GENTLY SMOOTH THE GLUE TO COVER THE CUT PIECE OF YARN.

RETURNS AND RESTOCKING FEE:

- FLAGSHIP CARPETS WILL NOT BE RESPONSIBLE FOR LABOR COSTS INVOLVED IN ANY RETURNS.
- A 20% RESTOCKING FEE PLUS FREIGHT WILL BE CHARGED FOR RETURNS RESULTING FROM CUSTOMER AND/OR DEALER ORDERING ERRORS.
- REPORT ALL MANUFACTURER DEFECTS OR FREIGHT DAMAGE WITHIN 5 BUSINESS DAYS FROM RECEIPT OF GOODS.
- NO RETURNS OR CLAIMS ON ITEMS CLASSIFIED AS SECONDS.
- NO RETURNS ON USED CARPET OR RUGS FOR ANY REASONS UNLESS THERE IS A WARRANTY ISSUE.
- DETERMINATION OF CREDIT WILL BE MADE PENDING FINAL INSPECTION BY FLAGSHIP CARPETS.
- IN THE EVENT OF WARRANTY OR RETURN QUESTIONS, PLEASE CONTACT YOUR SUPPLIER FIRST.