

NEW ACCOUNTS & ORDERING

- **Setting up a New Account:** Let us know whether you would like to open a Storefront, Drop-Ship only or Internet Account. You can also visit the Contact Us page on our website.
- **Existing Accounts:** You will receive a same-day order acknowledgement.

SHIPPING & RETURNS

- **How do we ship?:** We ship small parcel shipments via UPS or FedEx Ground. Any rug that is 8' x 11' or larger must be shipped by LTL carrier. If you have a preferred carrier, please mention at time of order placement.
- **Drop-Ship Orders:** It is our pleasure to drop ship any of your orders. Please remember that we must receive all drop-ship orders in writing or electronically.
- **How do I cancel an order?:** Please give us with your, Purchase Order # and items you'd like to cancel. Cancellations are not final until confirmed.
- **Our Return Policy:** Please call us process a return. We have a 1 year manufacturer's warranty that covers Damages & Defects. Returns for other reasons will be processed on a case-by-case basis. Return shipping costs may apply.

GENERAL INFO

- **How do I see KAS at a tradeshow?:** We have our Corporate Headquarters & Showroom, NJ. We have permanent showrooms in Atlanta, Las Vegas, New York & High Point, which are only open during Market or by appointment.
- **How do I get in touch with a KAS Sales Representative?:** We have sales representatives that can assist you throughout the U.S., Canada and Mexico. We'll be more than happy to connect you with your local sales rep. You can also visit the Contact Us page on our website.
- **How can I receive high resolution rug and lifestyle images?:** Please with your Full name, and we will be happy to share our photo-sharing site information with you.

Just like everything else today, rugs need special care to prolong their beauty and provide years of use. Regular cleaning and adequate treatments will help extend the life of your rug. Use a rug pad specific to the type of surface on which you will be placing your rug. This will help protect your floor or wall-to-wall carpeting and will extend the life of your rug and prevent slippage.

WOOL

Wool will look great for a long time just by vacuuming regularly.

- Use only cold water when cleaning to avoid shrinkage.
- If spills occur, blot immediately, then clean with mild soap and cold water.
- Do not use oxygen cleaners on a wool rug.
- Avoid direct sunlight to prevent fading.
- For best results, periodic professional cleaning is recommended.

POLYESTER & POLYPROPYLENE

Polyester is dirt and stain resistant and will look great for a long time just by vacuuming regularly.

- Use only cold water when cleaning to avoid shrinkage.
- If spills occur blot immediately.
- Use rug/carpet cleaners that are safe on synthetic fibers.
- Avoid direct sunlight to prevent fading.
- For best results, periodic professional cleaning is recommended.

TEXTURE

TWISTED FIBER RUGS

If your rug contains 100% or partial twisted fibers, turn the beater bar off or set the vacuum to a high pile setting to keep loops intact long term.

LOOP OR HI/LO CONSTRUCTION

If your rug contains 100% or partial loop or hi/lo construction...

- Set the beater bar to the off position or on a high pile setting to keep loops intact long term.
- If a loop does not stay intact at any point, simply use scissors to trim to the height of other loops.

FAUX SILK/VISCOSE

Your faux silk/viscose rug will look great for years to come with proper care and vacuuming regularly.

- Never saturate or soak your faux silk/viscose with water - this will damage the fibers and potentially your floor.
- Use only cold water if necessary to avoid shrinkage.
- If spills occur blot immediately then with mild soap and cold water.
- Do not use oxygen cleaners on your silk fibers.
- Avoid direct sunlight to prevent fading.
- For best results, periodic professional cleaning is recommended and encouraged to protect rugs.

NATURAL

Natural fibers are highly absorbent and need to be cleaned regularly to keep them looking good long term.

- Vacuum regularly to keep dirt from getting trapped in the fibers.
- DO NOT steam clean or wet as natural fibers are highly absorbent and may cause shrinkage.
- Vacuum regularly WITHOUT the beater bar turned on or on highest pile setting.
- Avoid direct sunlight to prevent fading.
- For best results, periodic professional cleaning is recommended.

KNITTED WEAVE OR FLATWEAVES

Natural fiber rugs have many weave types but in general appear to be knitted...

- If a knit or edge finishing frays due to wear at any point, use scissors to trim.
- Set the beater bar to the off position or on a high pile setting to keep the knits/weave intact long term