

TERMS & CONDITIONS / Warranty & Care

Homefires™ offers a limited one year warranty from the date of invoice against manufacturing defects for their rugs only. If upon receipt of a rug, a manufacturing defect has been identified, Homefires™ will replace the damaged rug at no charge. However, all handmade rugs are unique by nature. Slight variances in color and design are common and should be expected. In addition, some situations occur over time and could affect your rug's appearance that is normal and not covered under warranty. This includes but not limited to the following:

- Roll marks caused by rolling the rug for shipment are normal and will disappear with routine vacuuming.
- Shedding and pilling is normal for new rugs, especially those with cut piles. This will decrease with routine vacuuming.
- Highlights or shadows that may appear on the rug are caused by the reversal or bending of carpet fibers so that light is either absorbed or reflected from the surface.
- Occasional sprouting, pills or loss of single tufts of fiber is normal. Simply trim the tuft with sharp shears and vacuum.
- Ridges or rows may develop in high-traffic areas.
- Excluding Indoor/Outdoor products, prolonged exposure to sunlight, humidity, heat or certain atmospheric gases may cause color changes.
- Rugs recently removed from a bag may have slight odor. This will dissipate in a few days. Placing the rug in direct sunlight for 24 hours will aid in the dissipation.

Routine care and cleaning are vital to maintaining the long-term durability and appearance of your rug. For maximum appearance retention, rotate your rugs every 3-6 months. Keep your rug out of direct sunlight as much as possible. With the exception of our Indoor/Outdoor products that have been UV protected, rugs in direct sunlight will fade over time. All Homefires™ rugs can be cleaned by first scraping off any food or debris with a dull instrument or brush. Mix a very small amount of dish soap with a cup of cold water. With a clean sponge and your soap mixture, gently remove the remainder of the stain. Rinse the area thoroughly to remove as much of the soap mixture as possible. Soap residue left on the rug will attract dirt in the future. Once rinsed thoroughly, blot the area with a dry cotton towel or white paper towel and allow to dry thoroughly before walking on that area. However, for best results, professional cleaning is always recommended.

- Synthetic fiber rugs made from materials such as Polyester or Polypropylene can be cleaned with common Rug Cleaners to remove stains and/or grease.
- Rugs manufactured to be Indoor/Outdoor can accept a periodic over-all cleaning by spraying a mixture of soap and water over the entire rug and then thoroughly rinsing with a garden hose.

- **Defective Merchandise:** While Homefires™ has a strict quality control process in place, it is possible that from time to time, manufacturing defects do occur. In those instances, returns are accepted with no re-stocking fee. The return shipping fee is waived provided proper return authorization has been issued and applied to each return. Email to qsorders@homefiresrugs.com to request a Return Authorization. Please note, that upon return, if the specified defect cannot be found or documented, the return will be subject to a 15% restocking fee and all applicable freight charges. You may be asked to provide pictures of the defect to avoid the possibility of a restocking charge.
- **Concealed Freight Damage:** If any freight damage was not visible at the time of delivery, please notify Homefires™ at qsorders@homefiresrugs.com immediately upon discovering the concealed damage but no later than five (5) business days from delivery. We will issue a return authorization and contact the freight company for immediate pick-up. A claim will be filed and credit will be issued within 7 to 10 business days after the return of the merchandise. Homefires™ cannot honor any returns for concealed damaged made after five (5) business days after delivery so please open and inspect each rug as soon as possible.