

# CONDITIONS OF SALE

***Perennials will sell products according to the conditions of sale shown below. Perennials hereby expressly rejects the terms and conditions of any purchase orders submitted to Perennials.***

## PRICING

All prices are *net* wholesale to designers/architects in U.S. Dollars EXW Dallas, Texas/DDU Destination. For U.S. designers/architects, a state sales tax resale number is required.

Shipping cost will be provided by Perennials sales support, and will include appropriate packing and delivery charges. Carton charges may apply. White glove service is available upon request.

## CLAIMS/RETURNS

Claims under \$100 will be handled with a merchandise credit on account only and will be applied to future orders. Refunds will not be issued for sales tax that was paid because a valid resale certificate was not on file or final destination was not disclosed at the time of final payment. Please allow 30 days from approval of refund request for issuance of refund check.

*Prices are subject to change without notice. Please confirm current prices with your Perennials representative or Perennials Customer Service. Call (214) 638-4162 or, within the U.S., toll-free (888) 322-4773, Monday through Friday from 8:30 a.m. - 5:30 p.m. Central Time (GMT -6).*

## GUARANTEE

These artisanal handwoven rugs feature exceptional design, subtle color blending and an unbelievably soft feel. Made with 100% solution-dyed acrylic yarn, Perennials rugs are backed by a three-year no-fade warranty from the date of purchase. The warranty does not cover degradation from normal wear, stains from environmental pollution, negligence or weather soiling. This warranty is limited to the replacement of the rug. Additional processing applied by a third party voids our warranty.

## UPON RECEIVING SHIPMENTS

The customer is responsible for examining all merchandise for color, size and quality within 30 days of shipment. A customer's responsibility to undertake such inspection is in no way waived for shipments to third party/workroom.

# RUG CARE

## CARE & MAINTENANCE

- Regular vacuuming is recommended to remove loose dirt or soil.
- Use a canister vacuum without a beater or set the beater bar to the highest setting. This will prevent the brush from pulling and damaging surface fibers.
- Remove spills immediately to avoid staining. Blot excess liquid from the surface, and gently dab with a clean, damp cloth.
- Use a natural soap or mild detergent as needed. Rinse thoroughly with clean water and let air dry.
- Rug can be power-washed to remove surface dirt from foot traffic.
- Professional cleaning is always recommended for tough stains. Advise cleaners to use low heat steam settings to avoid damaging yarn.
- Pile rugs contain loose fibers that naturally shed when new and first handled. This will diminish with time.
- Use chlorine bleach for stubborn stains. It won't affect the rug coloration. Use a solution of one part bleach to two parts water. Thoroughly rinse to prevent discoloration and degradation of the fiber strength.