



*Flagship Carpets*

**WARRANTY ON RUGS  
ALL RUGS COME WITH A USEFUL LIFE LIMITED WEAR  
WARRANTY (SEE BELOW FOR DETAILS)\***

*\*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 ON SERGING: THREE MONTH LIMITED WARRANTY FOR  
MANUFACTURER DEFECTS ONLY (SEE BELOW FOR DETAILS)\***

*\*WARRANTY ON SERGING (YARN AROUND THE EDGES) OF RUGS: 100% OF COST WITHIN THREE MONTHS; IF THE SERGING AROUND THE RUG BEGINS TO FREY (GET FUZZY), USE A LIGHTER TO MELT THE FREYING BACK INTO THE SERGING. IF THE YARN FROM THE SERGING IS COMPLETELY EXPOSED, CUT THE YARN CLOSE TO THE RUG AND THEN USE A LIGHTER. WARRANTY DOES NOT APPLY TO IMPROPER MAINTENANCE OR NEGLIGENCE*

IT IS EXTREMELY IMPORTANT TO FOLLOW THE POINTS LISTED BELOW:

- 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

LABOR ALLOWANCE: WE WILL NOT BE RESPONSIBLE FOR ANY LABOR COSTS INVOLVED IN ANY RETURNS

BECAUSE OF HEALTH CONCERNS, ALL RUGS RETURNED FOR REPAIR MUST BE PROFESSIONALLY STEAMED OR HOT WATER CLEANED AT CUSTOMER'S EXPENSE; PROOF OF CLEANING WILL BE REQUIRED

RE-STOCKING FEE: 20% RESTOCKING FEE PLUS FREIGHT COST. FEES APPLY TO THOSE ORDERS THAT WERE ORDERED IN ERROR BY END USER OR DISTRIBUTOR. FOR EXAMPLE, WRONG COLOR, SIZE, AND/OR STYLE. FLAGSHIP WILL NOT CHARGE THE 20% FEE FOR EXCHANGES

TIME LIMITATIONS ON RETURNS FROM DATE RECEIVED: 5 DAYS

RETURNS ON ITEMS CLASSIFIED AS SECONDS: NO RETURNS OR CLAIMS

NO RETURNS ON USED CARPET OR RUGS FOR ANY REASONS UNLESS THERE IS A WARRANTY ISSUE

DETERMINATION OF CREDIT WILL NOT BE DETERMINED UNTIL FINAL INSPECTION BY FLAGSHIP