



Flagship Carpets®

ENRICHING EDUCATION FROM THE FLOOR UP FOR OVER 40 YEARS

Warranty on 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 the 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.

Warranty on serging (yarn around the edges) of rugs: 100% of cost within three months; if the serging around the rug begins to fray (get fuzzy), use a lighter to melt the fraying 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 neglect.

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 the rug up 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 customers expense; proof of cleaning will be required.

Re-stocking fee: 20% re-stocking 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 reason unless there is a warranty issue.

Determination of credit will not be determined until final inspection by Flagship Carpets.

Returns accepted on Flagship branded products only. Returns on proprietary products cannot be completed unless there is a warranty issue.

FOR ANY PROBLEMS, PLEASE CONTACT YOUR SUPPLIER