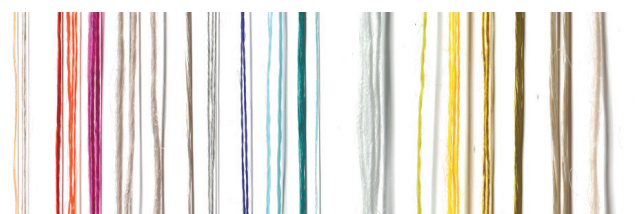




CS rugs.





Daily maintenance

Vacuum cleaning

To prolong the life of your rug, it is important that you vacuum it at least once or twice a week from the day of purchase. Use a furniture nozzle for this. Vacuum cleaners with an electrically driven brush or a combination nozzle will cause irreparable structural damage to your rug.

We advise against the use of a robot vacuum cleaner; these are not powerful enough and can therefore irreparably damage your rug. With a furniture nozzle, dirt and dust is removed in the most effective way.

Fluff

With a new rug, walking on the rug and vacuuming it causes fluff, especially in the first months. This fluffing does not affect the quality of your rug; it only concerns a fraction of the total pile weight and consists of small, loose fibres as a result of cutting the wool. It is recommended that you check at least monthly whether the dust filter needs to be cleaned or whether the vacuum cleaner bag needs to be replaced. In the first months you should preferably check this weekly.

Stain removal

Stains should preferably be treated immediately, as stains are always disturbing and give an unkempt impression. Please proceed as follows:

Fresh stains: first remove as much solid matter as possible with a spoon. Then immediately wet a white cotton terry towel with cold tap water, wring out the towel and place it on the fresh stain (do not follow these instructions if water causes any damage. In this case, place a dry white cotton terry towel on the stain). Leave the towel in place, without looking underneath, until it is completely dry. When the towel is saturated, replace it with a fresh one. NEVER RUB over the stain as the structure will be damaged. DO NOT USE SOAP!

Severe stains: Please contact one of our partners for professional cleaning via www.csrugs.com

Periodic maintenance to carry out yourself

Traditional beating method

If the dimensions of your rug allow it, traditional 'mat beating' is effective for removing dirt particles. This method can be performed on a 'DIY' basis but is also available professionally with a beating machine.

Major maintenance by a professional cleaner

In case of severe stains or overall dirt, we recommend professional cleaning. International professional cleaning partners are listed on our website www.csrugs.com

Additional points of attention for your personal home situation

The sensitivity of your rug to dirt is partly determined by the colour of the rug. If your rug is light-coloured, it is more sensitive to stains and dirt. This will therefore be visible faster than on dark rug colours. Your family situation should be taken into account when choosing colours or delicate materials. Large families, routine walk ways, pets and small children all do affect the rug.

Provide a good running mat at your doorway:

This is essential! Moisture and dirt are captured in this way and not carried further onto the rug.

Please take into account when cleaning your floor: When you have cleaned the hard floor around the rug with soap, rinse it well with clean water. Dried soap remains are carried with the soles of the feet to the rug. Here, these sticky residues cause rapid contamination. This results in black streaks and spots.

If your rug is in the following room(s):

Dining room

The rug will get dirty more quickly under fixed seats. You can manually clean this specific spot with Interior Cleaners that we recommend from our regular partners.

TIPS: Stains can often be prevented by always using a tray with a high raised edge. When cleaning the dining table, cleaning agents often end up on the rug.

The sticky residue attracts dirt more quickly and eventually forms black spots.

Always spray cleaning agents in a cloth first and then treat the dining table with it.

Living room:

If the size and design of the rug allow it, it is wise to turn the rug from time to time in order to achieve an even walk-over load. In fixed seating areas, the heel of the shoe and the shuffling of the feet will put more strain on the rug. It is advisable to comb the rug regularly in these places.

Children

Children run all over the house and touch everything with their hands. Stains will be more likely to occur in your rug due to, for example, fruit juices and saliva.

These spots manifest as black dots after a while. These spots can usually be removed with clean cold water.

TIP: ensure your children play with textile-friendly felt-tip pens and paint, otherwise stains cannot be removed. Crepe paper stains can never be removed from rugs or furniture fabric.

Pets

Your pet gives off skin fats to the rug or furniture fabric. This results in gray spots on a light-coloured rug or furniture. A dark-coloured rug or furniture will look lighter. You can easily manually clean your pet's favorite berth with interior cleaners from our regular partners. In case of pets, we recommend vacuuming the rug at least three times a week.

TIP: place a blanket on your pet's permanent resting place to prevent direct contact with the rug.

Underfloor heating

Rugs are characterised by their soft and warm structure. The material ensures that heat is retained. Woolen rugs are very good heat conductors and can therefore be installed on a heated floor. The latex backing of our rugs does not contain any plasticizers and is suitable for underfloor heating. If your underfloor heating is your main heating system, and there are no additional radiators, you should take into account a somewhat reduced heating capacity when placing a large rug in the area.

Underlay

You **MUST** use an underlay at all times. The underlay ensures that the floor remains in good condition and prevents possible migration of undesirable substances from the top layer of the floors. If the underlay is not used, any complaints about your floor will not be accepted by CS rugs.

Warranty exclusion

CS Rugs fully guarantees the quality of its rugs. The warranty applies to non-culpable, above-normal premature wear. Damage as a result of excessive mechanical forces or scratching movements e.g. of pets are not covered by this warranty.

Colour deviation

Due to the natural materials used and the different dye baths/lots, there may be minor colour deviations from the colour standard. These must therefore be accepted.

Shading

Shading and similar optical effects like contrarian pile behaviour can never be a basis for complaint. Shading manifests itself as jagged lines in the rug where the piles go in opposite directions. It is a sporadic problem with cut pile rugs and cannot be explained scientifically. CS rugs cannot influence its products to prevent the phenomenon of 'shading' [source: TNO Textiel, Enschede]. For this reason, this phenomenon cannot be blamed on the producer.

CS rugs

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The logo for CS rugs, featuring the letters 'CS' in a large, bold, black font, followed by the word 'rugs.' in a smaller, black font. The period is a solid dot.