

# Carpets Dubai

## Care & Warranty Guide





# Thank you

## For Choosing Carpets Dubai



Every carpet we provide is made from quality materials, designed for long-lasting comfort and style. This guide explains how to care for your carpet and outlines the warranty coverage that gives you peace of mind.



# Table of Contents

Cleaning & Maintenance	p. 4
Warranty Coverage	p. 5
Your Obligations	p. 6
FAQs	p. 7
Inclusions & Exclusions	p. 8
Further Guidance	p. 9
Terms & Conditions	p. 10
Contact Information	p. 11



*Loved for Life*



# 1. Cleaning & Maintenance

The key to keeping your carpet looking fresh is regular care:

- **Vacuum** 2–3 times per week.
- **Loop pile carpets:** Use suction-only cleaners.
- **Cut pile carpets:** Use upright cleaners with a beater bar and brush.
- Blot spills immediately – do not rub or over-soak.
- Schedule professional cleaning at least once every two years (keep receipts).
- Use doormats and remove shoes to reduce dirt.



*Because Beauty  
Deserves Care!*



## 2. Warranty Coverage

Warranty Type	Duration	Details
<b>Manufacturing Warranty</b>	<b>1 Year</b>	Covers defects in materials/workmanship
<b>Stain Warranty</b>	<b>2 Years</b>	Covers common household food and drink spills
<b>Wear Warranty</b>	<b>2 Years</b>	Covers abrasive fibre loss under normal domestic use

*Confidence Woven In!*



### 3. Your Obligations

To ensure your warranty remains valid:

- Carpets must be installed by a professional with proper underlay.
- Proof of purchase must be retained.
- Follow the cleaning and maintenance guidelines provided.
- Warranty applies only to the original purchaser and installation address.





## 4. Frequently Asked Questions

**Q: When does my warranty start?**

A: From the date of fitting.

**Q: Is the warranty transferable?**

A: No, it is only valid for the original purchaser.

**Q: How do I make a claim?**

A: Contact your retailer with proof of purchase and details.

F  
A  
Q



## 5. Inclusions & Exclusions

Included:	Not Included:
Stains from food/drinks	Improper installation
General wear under normal conditions	Outdoor use
Wear Warranty	Flooding or fire damage
	Furniture indentations
	Shading or pile flattening



## 6. Further Guidance

- Regular cleaning and correct installation are essential.
- Fading, shading, flattening, or indentations are natural characteristics and not covered by warranty.
- Always use proper underlay to protect your carpet and maintain warranty validity.





## 7. Terms & Conditions

- Warranty is valid only with proof of purchase.
- Warranty is non-transferable.
- Warranty applies to residential use only, unless otherwise specified.
- Improper cleaning, misuse, or lack of care will void coverage.





# Contact Us



PHONE  
+971554722980



ADDRESS  
4th St – Al Quoz – Al Quoz 1 –  
Dubai – United Arab Emirates



WEBSITE  
[www.carpetsdubai.ae](http://www.carpetsdubai.ae)



EMAIL  
[info@carpetsdubai.ae](mailto:info@carpetsdubai.ae)

