Carpets Dubai Care & Warranty Guide





For Choosing Carpets Dubai



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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.



2. Warranty Coverage

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



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?

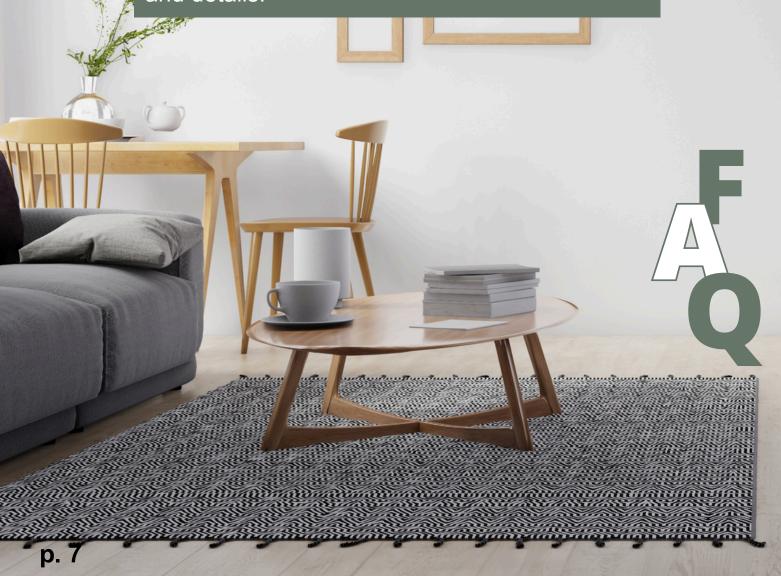
A: From the date of fitting.

Q: Is the warranty transferable?

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

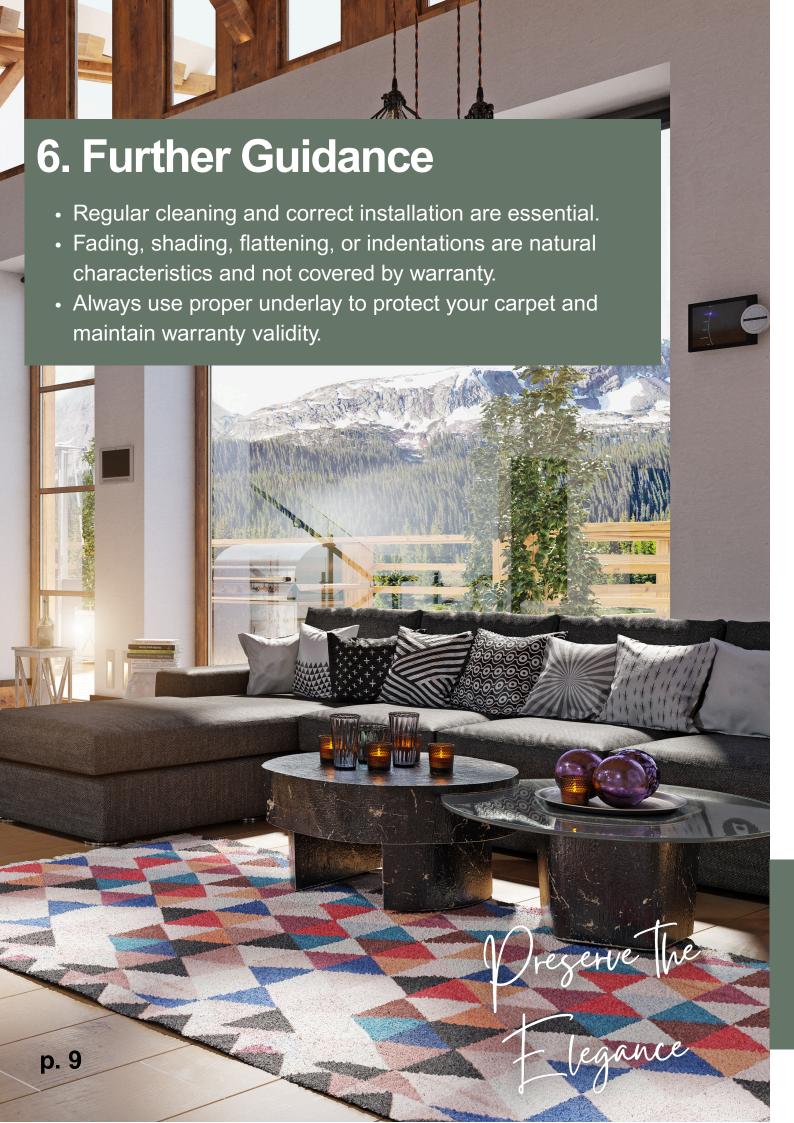
Q: How do I make a claim?

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



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	
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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.



Promises in Writing

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