

BESPOKE RUGS

WARMLY
SOUTH AFRICAN

Guarantees & Warranties.

Important Information:
Dye-lot variations occur in all handmade rugs and are unavoidable. The customer must examine the product against its general intended purpose and normal use before accepting delivery thereof.

With items being handmade, there may be imperfections such as loose tufts, stitching or joins not matching 100% – this is an inherent quality of the fibres used and handmade process and will not be considered as a fault. If a client is not happy with any of these features, YUDU needs to be notified within 7 days of receipt.

YUDU will not accept any responsibility for rugs fading as a result of exposure to harsh sunlight. Fading as a result of exposure to sunlight will be accepted as fair wear and tear in line with the normal end use for which the rug is generally intended, even with rugs that are considered "outdoor." YUDU cannot stipulate the time frame of when fading will / will not occur.

Certain natural fibres can give off a smell. This is a natural occurrence, either from being packaged for a long period, or because of the fibre. Some fibres may shed more than others – this too, is a natural process and should subside over a few weeks. Neither of these will not be considered a fault.

Pile pressure marks (for example due to furniture), texture or colour variation, shading and soiling shall not be accepted as a manufacturing defect.

In the unlikely event of a claim, the supplier must register the claim, in writing, with the manufacturer within 6 (six) months of the delivery date of the product to you. The supplier must clearly state the nature of the manufacturing defect together with full details of the product so that the manufacturer can properly consider the claim.

Returned products shall not be accepted unless such return is authorized by the manufacturer. YUDU must be made aware of returns or claims for authorization.

Maintenance of your YUDU Rug:
Please refer to our Bespoke Rugs Cleaning Guide available on our website.

Regular vacuuming will remove dry soiling and dust, ensuring a clean and healthy environment. We recommend the use of an upright vacuum cleaner with rotating beater brush, care should be taken to set the brush height to skim lightly over the rug, thus avoiding unnecessary abrasion.

Correct and regular maintenance will increase the lifespan of the rug and help to maintain its appearance. Cleaning should be proportional to the amount of soiling to which the rug is subjected.

YUDU cannot be held responsible for any loss or damage suffered by a customer as a result of a product having been incorrectly cleaned or handled. Please refer to YUDU Cleaning Guide.

No claims will be accepted if rugs have been chemically treated after purchase.

1-Year Limited Wear Warranty.

Your YUDU rug comes with a 1-year limited wear warranty against excessive fibre loss. Guaranteed by YUDU against any patent and latent manufacturing defects. This warranty is void should your new rug been exposed to damage, improper application, or use.

Disclaimer:
YUDU reserves the right to change and update its rug ranges at any time. Colours shown in printed brochures and online may differ to actual rug colours. Prior to ordering, all buyers must visually check the physical product for confirmation on the colour chosen.
