



SLIGO

C O R K R U G S

WARRANTIES TERMS AND CONDITIONS

MANUFACTURING WARRANTY

SUGO CORK RUGS is committed to environmental sustainability at all stages of the product's life cycle. From the collection of raw materials to the final product and packaging, it uses environmentally-friendly materials that preserve the ecosystem.

In addition to cork, SUGO CORK RUGS® combines Portuguese wool and recovered cotton from large industrial productions. These options allow the combination of the cork with one or several colors, creating in a multiplicity of patterns, colors and textures, perfect for any interior space.

With the use of a cork solution, SUGO CORK RUGS offers numerous performance benefits such as durability, thermal and acoustic insulation, comfort and minimizes the risk of allergies.

SUGO CORK RUGS warrants that your contemporary and sustainable rugs shall be free from defects in workmanship or material for a period of two years from the date of purchase of the rug. Implied warranties are limited to the same duration.

ABRASIVE WEAR

SUGO CORK RUGS warrants that the rug will lose no more than ten percent (10%) of its face fiber by weight for a period of two years from the date of purchase of the rug. This warranty does not apply to rugs installed on stairs.

COVERED PARTIES

These limited warranties cover the initial purchaser, and are not transferable. You must be a resident in Portugal, a "customer" and be the owner-occupier of the residence in which the rug is used.

DURATION OF COVERAGE

The period of coverage is measured from the date you purchased the rug. SUGO CORK RUGS requires the original sales receipt or other documentation as proof of warranty coverage and the date of purchase. For warranties provide for the Lifetime of the rug, "Lifetime" is defined as the period of time that the original purchaser of the rug chooses to keep the rug on the floor at the original residence. If SUGO CORK RUGS replaces your rug under any of these limited warranties, the remaining portion of the warranty period will be based on your original purchase date.

DURATION OF CONDITIONS

These limited warranties for any and all losses or damages resulting from defective rug shall be the repair or replacement of the rug. SUGO CORK RUGS points out that will not be responsible for additional expenses including but not limited to: (i) labor, (ii) the removal of furniture and the like which are located on, above, or around the rug, or (iii) shipping or handling. These additional expenses shall be borne by the initial purchaser. If a similar rug is not available, replacement will be made with a current comparable rug.

EXCLUSIONS OF COVERAGE

The warranties do not cover any rug that is (i) not used in an indoor environment; or (ii) not properly maintained in accordance with method of cleaning defined by SUGO CORK RUGS (1). These warranties shall not apply to any rug which has been placed in storage for extended periods, exposed to temperature extremes, or bent or deformed. Additionally, these warranties do not cover damage arising from any use that is different from the normal, intended use of the rug, including, but not limited to, (i) damage caused by chlorinated or any other solvent-based cleaning agents; (ii) damage caused by exposure to substances or contaminants which degrade or destroy color in rug; (iii) damage caused by use of inappropriate maintenance methods and (iv) damage caused by, sharp objects and the like; (v) damage or staining caused by human or non-urine pet stains, (vi) damage or color change caused by grease, mud, asphalt, tar, paints, ink, rust, cement, urine, feces, vomit, burns, pets, tears, cuts, pulls, shading or pile reversal fading, furniture depressions or athletic equipment, (vii) damage arising from the condition of the floor, floor covering or sub-floor (i.e. undue moisture), or (viii) damage from casualty events, including but not limited to smoke, fire, storm, flood, or other natural disasters.

SUGO CORK RUGS is not responsible for any change or modification to the rug which might occur after it leaves SUGO CORK RUGS's premises, including, but not limited to the presence of chemicals or materials which were not specified as components of the rug.

CLEANING SPECIFICATIONS

Vacuum your rug regularly. In case of stains, immediately remove the liquid with a kitchen paper or a clean white cloth. For the solid stains, please scratch carefully with the tip of a knife or spoon. Prolonged exposure to the sun can change the color of your rug so avoid to submit it to bright light and rotate it regularly. We recommend dryclean your rug at a specialized service.

FILING CLAIMS

You must provide proof of your purchase and installation by submission of the original sales receipt or other documentation acceptable to SUGO CORK RUGS. Proof of professional cleaning may also be required in some circumstances. You will not be reimbursed for any professional cleaning as part of any claim under these limited warranties.

You may be required to submit a picture of the rug or the rug itself for evaluation by SUGO CORK RUGS at your cost. After SUGO CORK RUGS has confirmed that the rug is covered under these limited warranties, SUGO CORK RUGS will repair or replace the rug (or refund the purchase price) and pay for return shipping to you.

RUGS ESPECIFICATIONS

RUG QUALITY	QUALITY/COMPOSITION	AVAILABLE COLORS	DESCRIPTION
CORK & WOOL	CORK FABRIC + WOOL + LINEN	WE OFFER A 24 COLORS PALETTE. WE CAN DYE SPECIFIC COLORS BY REQUEST (MINIMUM ORDERS ONLY)	HANDWOVEN CORK + PORTUGUESE WOOL. BORDERS ARE 100% NATURAL LINEN, ALSO AS THE RUG'S WARP. HOWEVER, THEY CAN BE MADE IN THE SAME MATERIAL AND COLOR OF THE RUG. IF REQUESTED, WE FINISH WITH A SEWED HEM OR WITH FRINGES
CORK & COTTON MIX	CORK FABRIC + RECYCLED COTTON LOOP + UPCYCLED COTTON JERSEY LINEN	THE RANGE OF THE COLORS IN THIS QUALITY IS BY REQUEST. AS WE MIXED BOTH COTTON QUALITIES, THE FINAL COLOR CAN BE PLAIN OR HAVE BLEND TONALITY. WE PRODUCE THE LOOP YARN WITH THE RECYCLED COTTON AND WE CAN HAVE MULTIPLE COLORS, HOWEVER WE ALWAYS HAVE LIMITATIONS IN THE JERSEY STRIPE COLORS, AND WE CAN ONLY GUARANTEE ORDERS AND QUANTITIES AMOUNTS IN COLORS SUCH AS WHITE, IVORY AND BLACK. OTHER COLORS ARE AVAILABLE BY REQUEST (WE CAN OFFER AND GUARANTEE ANY COTTON JERSEY COLOR BY REQUEST, AS WE CAN DYE THE IVORY OR THE WHITE JERSEY ALWAYS BASED IN MINIMAL QUANTITIES ORDERS)	HANDWOVEN CORK + PORTUGUESE WOOL. BORDERS ARE 100% NATURAL LINEN, ALSO AS THE RUG'S WARP. HOWEVER, THEY CAN BE MADE IN THE SAME MATERIAL AND COLOR OF THE RUG. IF REQUESTED, WE FINISH WITH A SEWED HEM OR WITH FRINGES
CORK & COTTON LOOP & LUREX	CORK FABRIC + RECYCLED COTTON LOOP + LINEN + RECYCLED METALLIC YARN	THE RANGE OF THE COLORS IN THIS QUALITY IS BY REQUEST. AS WE MIXED BOTH COTTON QUALITIES, THE FINAL COLOR CAN BE PLAIN OR HAVE BLEND TONALITY. WE PRODUCE THE LOOP YARN WITH THE RECYCLED COTTON AND WE CAN HAVE MULTIPLE COLORS.	HANDWOVEN CORK + RECYCLED COTTON YARN AND JERSEY. BORDERS ARE 100% NATURAL LINEN, ALSO AS THE RUG'S WARP. HOWEVER, THEY CAN BE MADE IN THE SAME MATERIAL AND COLOR OF THE RUG. IF REQUESTED, WE FINISH WITH A SEWED HEM OR WITH S FRINGES. LESS THAN 5% ARE RECYCLED METALLIC YARNS
CORK & COTTON JERSEY	CORK FABRIC + UPCYCLED COTTON + LINEN	THE RANGE OF COLORS IN THIS COMBINATION IS LIMITED, AS WE WORK WITH RECYCLED COTTON, WHICH IS THE RESULT OF WASTES OF KNIT TEXTILE PRODUCTIONS. FOR THIS REASON WE ONLY GUARANTEE ORDERS AND QUANTITIES AMOUNTS IN IVORY, BLACK AND WHITE. OTHER COLORS ARE AVAILABLE BY REQUEST (WE CAN OFFER AND GUARANTEE ANY COTTON JERSEY COLOR BY REQUEST, AS WE CAN DYE THE IVORY OR THE WHITE JERSEY ALWAYS BASED IN MINIMAL QUANTITIES ORDERS)	HANDWOVEN CORK + RECYCLED COTTON JERSEY. BORDERS ARE 100% NATURAL LINEN, ALSO AS THE RUG'S WARP. HOWEVER, THEY CAN BE MADE IN THE SAME MATERIAL AND COLOR OF THE RUG. IF REQUESTED, WE FINISH WITH A SEWED HEM OR WITH FRINGES
CORK & COTTON LOOP	CORK FABRIC + RECYCLED COTTON + LINEN	THE RANGE OF THE COLORS IN THIS QUALITY IS WIDE, BECAUSE THEY RESULT OF GATHERING DOZENS OF DIFFERENT YARNS TO OBTAIN THE DESIRED COLOR. IN THIS ARTICLE, DUE TO ME MADE WITH MANY SET OF YARNS, THE FINAL COLOR CAN BE PLAIN OR HAVE BLEND TONALITY.	HANDWOVEN CORK + RECYCLED COTTON LOOP/BOUCLE. BORDERS ARE 100% NATURAL LINEN, ALSO AS THE RUG'S WARP. HOWEVER, THEY CAN BE MADE IN THE SAME MATERIAL AND COLOR OF THE RUG. IF REQUESTED, WE FINISH WITH A SEWED HEM OR WITH SIMPLE FRINGES