

Warranty Terms

Area Rugs

Bentley Mills, Inc. area rug products are warranted by the manufacturer in accordance with the following terms and conditions:

Materials and Workmanship

The manufacturer warrants for a period of two years from the date of invoice that the performance of the area rug products will not be adversely affected by defects in the materials or workmanship used in manufacture.

Remedy, Limitations, and Exclusions

If an area rug fails to meet this warranty, the manufacturer will correct the affected areas either by repair or, at its option, replacement with comparable product(s) at no charge. If the manufacturer determines that repair or replacement is not reasonably feasible, the manufacturer will refund that portion of the product purchase price allocable to the affected areas. This is the exclusive remedy for claims related to the area rug products. The manufacturer's liability is limited to repair, replacement, or refund as stated herein and, for example, does not include costs associated with moving furniture, partitions, fixtures, or equipment as necessary to allow repair or replacement.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, misuse, neglect, improper maintenance, flood/excessive moisture, stairs and associated landings, or use of footwear with cleats, spikes, skates, blades or similar projections. It does not cover products placed in use on stairs, ramps, or any area regularly subjected to wheel or rolling apparatus. It is only applicable to products placed in use indoors, in space maintained at normal temperature and humidity. Roll marks are caused by rolling the rug for shipment, but will normally disappear with routine vacuuming. Rolling the rug for shipping can cause seam peaking. Carefully rolling your rug in the opposite direction will minimize this problem, and it should disappear after a few weeks.

Pooling, shading, watermarking, pile reversal, pile crush, dye lot differences, and soiling are not manufacturing defects and are not covered by this warranty. Problems arising from use of non-approved adhesives will void warranty coverage. Coverage under this warranty is conditioned upon buyer promptly notifying Bentley in writing within 30 days of the defect discovery at the following address: Bentley Quality Claims Department, 14641 E. Don Julian Road, City of Industry, CA 91746.

Warranty and Liability Limits

THE WARRANTY, REMEDY, AND LIMITS OF LIABILITY CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, REMEDIES, AND LIABILITIES, WHETHER EXPRESS OR IMPLIED. THE MANUFACTURER MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES THAT MAY ARISE BY OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF ITS PRODUCTS FOR ANY PARTICULAR PURPOSES. THE MANUFACTURER WILL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES IN ANY CASE.

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