

ONE WORLD

APPEARANCE

You may notice upon delivery that the rug appears slightly different in colour or texture to the Showroom sample. Fibres may appear flattened and as a result a difference in colour from the rug in the showroom may be evident – this is a normal occurrence due to the packaging methods and transit time. Within a few days the fibres will acclimatise and return to the desired appearance – a light vacuum with a non-rotating vacuum head, will also assist with the recovery. Sometimes a rug may appear a very different colour depending on the angle you are viewing it from, this is due to the direction the fibres fall and is more pronounced on rugs made with Artsilk. Rotating the rug 180 degrees or viewing from both sides of the rug is necessary to determine the colour is correct. Showroom samples may appear slightly different than a brand-new rug due to the high foot traffic and UV exposure, but are a good indication of how your rug will wear over time.

DESIGN

Oneworld collections have developed a new and exclusive collection of artisan rugs. Working closely with experienced craftsmen we have drawn inspiration from the unique colours, hues and natural textures found in pristine coastal landscapes from across Australia. Using the finest materials and artisan craftsmanship to develop a selection of floor coverings that perfectly complement our sofa range and also reflect our unique Hampton's style.

SHEDDING

Shedding is expected and very common with all rugs, more so where natural fibres are used such as linen or wool. Natural fibres are spun together, and small fragments of the fibre break off and gather together as the rug is used. Shedding usually starts to decrease after 9 months but will lessen with use and time over that period. All of our rugs are treated prior to packing to remove the worst of the loose fibres however normal foot traffic and rubber soled shoes will cause shedding in the initial weeks of use, which is to be expected. Regular vacuuming with a non-rotating head vacuum cleaner on a low suction setting (if possible) will help to reduce the amount of time shedding occurs. The use of a pad or underlay will also assist in minimising wear and tear.

CLEANING

Regular vacuuming with a non-rotating head vacuum cleaner on a low suction setting is recommended.

In the event that an accidental spill has happened, or food has been dropped on your hand-crafted rug, time will be of the essence and there are some simple steps by which you can follow to avoid your rug being damaged further. Food or solids which have been accidentally dropped on your rug will need to be removed carefully. Scoop up the food with the dull edge of a knife or spoon ensuring that you do not increase the area that will require attention. Blot any remaining evidence of the food or liquid spill to extracting as much as possible prior to cleaning the area further. The cloth or towel should be replaced regularly. Do not rub this area as this will spread the liquid or residue, and the area impacted will become much larger to clean and could damage the pile of your rug.

Wool Blends – Spot clean as needed using a damp (not wet) cloth with plain water; don't use soap or cleaning products, as they could damage or fade the rug.

Viscose/Artsilk – Spot clean immediately with white paper towel; never use liquids on viscose rugs as they are highly absorbent and if left for even a short amount of time may cause irreparable damage or discolouration to the fibres. Another option is to use one part vinegar and one part water in a water bottle and spray a light mist and blot with a white towel or a baby wipe paying attention to the pile direction. Some Fabric softener can then be sprayed on to avoid the fibres from hardening and then using a hairdryer on the cool setting to dry.

If you are not confident doing this, a professional clean should be highly recommended. Please refer to www.wool-safe.org who can direct you to the nearest professional cleaner in your area.

STORING

Store your rug by rolling it front side out and wrapping in cloth for protection. Do not fold or put in an airtight plastic bag. Place in a dry well-ventilated area.

WARRANTY

Our rug warranty covers manufacturing faults for a 2 year period. Wear and tear, including shedding and stains due to liquid or solid spills, are not considered manufacturing faults.