

Care Instructions

Ogeborg Design Collection

In order to keep the original quality, colors and brightness of the carpets, it is essential to follow some important rules. This booklet includes the different and specific measures that must be taken in order to preserve them in their original conditions.

Wool Carpets

Wool fiber is a product of nature and as with all natural products, a slight deviation in texture and color may occur from dye lot to dye lot. Where exact color match is required, please advise our customer service department and we will forward a cutting from actual production for customer approval prior to shipment.

Wool carpets must be cleaned regularly. Naturally, lighter rugs need to be cleaned more often than darker ones. When placing the order, clients should request a waterproofing treatment in order to preserve the rug's original quality and extend its durability.

Botanical Silk and Linen Carpets

Linen and Botanical Silk carpets also have some specific features. One of them is the different color effect that it presents, especially when it is a plain carpet. Along the surface of the carpet, slight variations of color occur (similar to what occurs with velvet), which gives a different effect which becomes more evident in lighter carpets. This does not constitute a defect; this is simply a characteristic of these cellulosic raw materials.

Botanical Silk and linen are made of natural fibers. In this type of raw materials, a slight deviation in texture and color may occur from lot to lot. Where exact color match is required, please advise our customer service department and we will forward a cutting from actual production for customer approval prior to shipment.

Particularities of the Carpets

Pilling and recovery of the pile:

During the first months it is normal that pilling may occur. This is not a manufacturing defect; it is another common characteristic of this type of fibers. The quantity of the pilling will start diminishing after some weeks of use and it does not affect in any aspect the carpet's resistance, aspect and quality. It is very important to vacuum the carpets often, in order to clean it and also to recover the pile, which might present some height differences due to high people traffic and wear. Vacuuming the carpets not only cleans it but it also helps to recover the pile and improve the quality of the carpet. It is not advisable to use central vacuum or low power vacuums (it must have at least 2000W of power).

Avoiding use marks and color changes:

It's very important that the carpets are turned regularly, so that the effects caused by light and normal wear might be equivalent in the whole surface of the rug.

When there is furniture placed on the carpet exercising pressure, a carpet protection must be used so it won't damage the pile and the aspect of the rug.

General Cleaning

Taking Care:

Regular cleaning is essential to maintain the appearance of your carpet. Use a good vacuum cleaner, which has at least 2000W of power and vacuum in the direction of the pile. Steam cleaning or any other methods which involve a substantial increase of temperature are not recommended. Regarding the botanic silk and linen carpets, it is highly recommended a foam washing and not the use of water. For wool carpets, we recommend dry cleaning (water cleaning is only recommended if the water temperature isn't higher than 30°).

For a deeper cleaning, please use a company specializing in carpet cleaning.

It is very important to stress that our products' warranty does not cover ANY of the damages caused by negligent maintenance or incorrect and inadequate handling or cleaning.

Our products are hand-made and therefore slight variations in dimensions and sizes may occur (until about 3%). If precise and exact measures are not required at the moment of placing the order and that information is not mentioned in the purchase order, we cannot be held responsible for any variation or difference in sizes. The warranty will not cover any inconvenience related to size and dimensions of the products, unless those indications are mentioned and specified in the purchase order. The same applies to color: slight variations might occur from dye lot to dye lot (because wool, Botanical Silk and Linen are natural raw materials). When an exact match of color is required, indications must be given to our customer service and that information must be included in the purchase order sent by the client.