



endless knot

Warranty / Maintenance / Cleaning / Installation on Luxe Naturals

5-Year limited warranty against manufacturing defects (tears, crushing, staining, burns, cuts, matting, improper use of cleaning agents, carpet installed on steps and damage caused by chairs with roller casters are excluded). Odors from this being a natural product are not warranted as well.

Use of a suction only vacuum cleaner is recommended while beater bar vacuums may damage the fiber. Vacuuming your carpet regularly will increase its performance. Stains can be removed with cleaning agents designed for wool carpets. Harshly rubbing an affected area will cause damage. Please use caution and rub or blot the area lightly. If you are unable to remove the stain, please call a professional cleaner and make sure to let them know it is 100% wool fiber.

An experienced wool carpet installer is recommended. A low VOC seaming tape is recommended as well. Being natural, this product must be installed with care.

Pure Nature Carpet is unique and natural. Given such properties, it is important to understand that individuals with allergies or certain sensitivities may experience unforeseen reactions. As such, we recommend that prospective customers request sample swatches to determine if Pure Nature Carpet is a suitable option. Our most important stakeholders are our customers, and we seek to fully appreciate and meet our customers' needs in the safest manner possible.