

**WARRANTY TERMS**  
**AREA RUGS AND RUG INSETS**

**Limited 1-year Warranty**

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

**Materials and Workmanship**

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

**Remedy, Limitations, and Exclusions**

If an area rug or rug inset fails to meet this warranty, the manufacturer will correct the affected areas either by repair or, at its option, replacement with a comparable product. If the manufacturer determines that repair or replacement is not reasonably feasible, the manufacturer will refund up to the original purchase price allocable to the affected areas. This is the exclusive remedy for claims related to area rug and rug inset 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 damage resulting from abuse or accidents, such as tears, burns, cuts, pulls, wheels, rolling traffic, or pets. Furthermore, this warranty does not cover problems or loss caused by abuse, misuse, neglect, improper maintenance, flood/excessive moisture, stairs and associated landings and ramps, footgear with cleats, spikes, skates, blades, or similar projections. Serging or any other type of edge treatment is not covered. Pooling, shading, watermarking, pile reversal, pile crush, dye lot differences, staining, and soiling are not manufacturing defects and are not covered by this warranty. Problems arising from the use of non-approved adhesives will void warranty coverage. This limited warranty is only applicable to products placed in use indoors, in a space maintained at normal temperature and humidity. Roll marks are caused by rolling the rug for shipment but will normally disappear with routine vacuuming.

Coverage under this warranty is provided to the original purchaser and is non-transferable. Bentley must be notified in writing within 30 days of the initial discovery of the defect. Proof of original purchase is required. Notifications should be sent to Bentley Field Services Department, 14641 E. Don Julian Road, City of Industry, CA 91746, or via email to [FieldServices@bentleymills.com](mailto:FieldServices@bentleymills.com)

**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.