

Workmanship Warranty

Artisan Bespoke Products

Thank you for purchasing an Artisan Bespoke Rug. Your rug has been produced with the utmost care and attention by our team of artisanal craftsmen.

Bespoke Rug Warranty

We stand behind all our products

- Artisan Flooring Ltd warrants all the materials in the making of your rug and together with the craftsmanship, warrants that it will be free from defects.
- If a flaw can be reasonably deemed to be due to faulty manufacturing and this fault becomes apparent within 12 months of purchase, Artisan Flooring Ltd undertakes to repair and make good that fault at Artisan's cost.
- Wilful or accidental damage to the rug, and that which can be attributed to wear or tear, will not be the responsibility of Artisan Flooring Ltd.
- Variation in colour and texture can occur with fabrics and natural fibres. This is deemed acceptable and not a fault.
- With all textiles and in particular natural materials, your rug may fade or change colour over a period of time. This is considered a natural occurrence and is not deemed a fault.

Your warranty by law

We acknowledge and respect the terms of the New Zealand Consumer Guarantees Act 1993
A summary of this act can be found on the Ministry's website; consumerprotection.govt.nz