

HOW TO CARE FOR YOUR NEW ROYAL PALACE® HANDMADE RUG

Thank you for purchasing a Royal Palace® Handmade Rug. Our rugs are made by skilled people who take great care and pride in their craft. With proper care, your Royal Palace rug will give you years of enjoyment and pride. We sincerely hope that your rug gives you as much enjoyment over the years as we have had making it for you.

Sincerely,

*Gary & Dustin Moskowitz
Royal Palace® Handmade Rugs*

We offer a few suggestions for you regarding the care of your new rug:

Unpacking your new rug:

1. Open with care and do not use a box cutter blade, as this may damage the rug.
2. Unroll the rug. If one end is curled, just reverse-roll that end tightly to have it lay flat.

Regular maintenance and care suggestions:

1. We suggest a rug pad under your rug if the rug is placed on a hard surface floor. This will prevent the rug from sliding around, which can cause accidents. If your rug is placed over plush pile carpeting you will experience “bunching” and “wrinkling”, especially if furniture is placed on the rug. To minimize this we suggest double sided “tacky” rug-to-rug padding.
2. Rotate your rugs periodically. Over the years, set traffic or sunlight patterns can cause fading or uneven wear on a rug if it is not occasionally rotated.
3. Vacuuming is the best way to remove everyday dirt and dust. We recommend vacuuming once every 2 weeks. **After receiving your new rug, we recommend that you vacuum your rug vigorously in all directions – vertically, horizontally, and diagonally, with the brush set at a low setting to groom the rug. Repeat this for 2 to 3 days; it’s OK if you fill more than one vacuum bag or canister’s worth. This vigorous vacuuming will not harm the rug, but will help to minimize shedding. You can then vacuum regularly with the brush at a medium or high setting, and can alternate with an upholstery attachment.**
4. Some shedding is normal for a wool rug. It will not affect the wear or the life of the rug. After vacuuming you will find that there will be wool fibers in the vacuum bag. This is normal. These are wool fibers that are stray fibers or fibers that the brush breaks off.
5. If your rug has hand-hooked loop pile and a loop gets pulled out, cut off the exposed yarn with scissors. Do not pull out the yarn.

Immediate action on spills:

Natural wool fibers shed liquid spills, so quick action will offer you the chance of preventing a stain. The following action will help you prevent stains from setting in.

1. Never rub a spill. You will only force the spill deeper into the fibers.
2. Remove any solids using a spoon or blunt knife, working from the edge of the stain inward and scraping in the direction of the pile.
3. Press absorbent white cloth or white paper towel gently on the stain and repeat until as much of the moisture as possible is absorbed.
4. Try to remove residual stain with a little lukewarm (not hot) water containing a small amount of carpet shampoo or very mild clear dishwashing detergent liquid.

For more complete information on specific types of spills and how to clean them, visit our web site at www.royalpalacerugs.com and go to the “CARE” page.

If your rug appears dirty or has “set in” stains, we suggest sending your rug to a reputable rug cleaning professional who is experienced at cleaning handmade wool rugs.