

Hereford Imports

Specializing in quality Tibetan Rugs

101 Kalmus Dr.

Costa Mesa, Ca 92626

Page: 888.360.1695

c: 949.295.9733

f: 714.434.8437

christian@herefordimports.com

Dear Customer,

The cleaning and daily/weekly maintenance of your Tibetan area rug is not a difficult thing to do. Let us start with the small details of the rug that will be placed in your home. The wool we use is exclusively Tibetan wool that comes from sheep grazing at 14,000 feet elevation year round. In the mountainous regions of Tibet the sheep, as you can imagine, must endure extremely harsh weather. Therefore, their body produces a very high amount of lanolin that is implemented into the wool.

Lanolin is a chemical that is waterproof and also enhances the durability and strength of wool. With this important chemical the sheep that graze in Tibet produce some of the strongest and most durable wool in the world today.

With this, you should feel comfortable that your rug will live a very long lifetime if treated properly. Below is a list of cleaning methods and weekly maintenance that is recommended for our Tibetan area rugs.

- *Regular vacuuming is recommended.*
 - Your rug will shed for a given period of time. Please don't let this lower your spirits, anything wool will shed but it will absolutely not diminish the quality, durability or lifespan of your rug. The amount of shedding will also be dictated by the knot count. The lower the knot the more the shedding.
- *Instant cleaning of any spills or soiling.*
 - Wool has a natural stain resistance and you will see liquid floating on top of the fibers like waterseal on a deck. So, immediate action will prolong the life and look of the rug. Blot up liquid spills immediately.

- *Red wine.*
 - If spilled, immediate action is required. Saturate in water and then blot, never rubbing the spot infected. Circular motions starting from the outside of the spill moving in is the best method. If there is still a spot, try pouring sea salt on the stain and then vacuuming.

- *Dog urine.*
 - Fresh urine can be treated with cold water and a detergent solution or Carpet Shampoo. Old urine can be treated with a carpet shampoo then using an ammonia solution (1 tbsp of ammonia with ½ cup of water and neutralized with a vinegar solution, 1 part vinegar and 2 parts water). These are the best methods for cleaning up on our lovely pet friends. Obviously, training for the dog to avoid the carpet is the overall best solution to keep your rug pee resistant.

- *Your professional rug cleaning company.*
 - There should be a professional oriental rug cleaning company in the city you live. We recommend having the rug cleaned by the pro's once a year as a preventative maintenance strategy to prolong the life of the rug. You would be surprised what a good outfitter can do: stain removal, re-dyeing to certain degrees, cutting and re-serging, removing fringe, adding fringe, etc.

- *Wool and spot cleaners.*
 - Will help to maintain the look and quality of the rug. Remember to never rub the chemicals too much and follow directions carefully.

- *Wrinkles in your rug?*
 - Wool is naturally an extremely resilient product that wants to stand straight up. However, wrinkling can definitely occur if the rug is folded or improperly stored. Use a damp white cloth and an iron to solve this problem. Flip the rug on it back and iron over the cloth from the back of the rug directly on the wrinkles or folds. Also, just keeping the rug opened on a flat floor will eventually wipe out the wrinkles.

- *Proper Storage.*
 - When stored, your rug should always be rolled tightly, not folded. Also, make sure when you roll the rug that one end does not telescope out. This keeps the rug aligned properly and prevents wrinkling. Also consider wrapping it in plastic and definitely putting moth balls inside the rug.
- *Don't be afraid of scissors.*
 - If gum, candy, hairspray or anything sticky gets on the rug and is not a serious threat, take some scissors and lightly cut from the upper most part of the wool fiber. There may be a slight "dent" in the rug but much better than a block of gum that will make everything worse.
- *Rug Pad*
 - Air grip pad will also protect the rug on the floor. There are numerous type of pad to choose from. If the floor is on wood basic air grip works. If it's a living room rug with kids and the sort, a thicker air grip works. For carpet, we recommend a thick, no move type of pad. This prevents the rug from rolling up and having indentions where furniture legs come in contact with the rug. Ask your rug dealer what is best for your situation.

We are confident that you will enjoy your custom made and custom designed Tibetan area rug that was made by you and for you. Under normal circumstances, this rug should last you nearly a lifetime with proper care and maintenance.

Thank you,

Christian Morwood