



## MARBLE

Marble is a natural stone renowned for its unique aesthetic and character.

Marble is naturally a porous material, making it susceptible to staining as it has an increased absorbency. It is essential that no liquids are left to sit on marble as they will penetrate the stone and cause staining. Wipe up spills immediately with a dry white cloth. Clean regularly with warm water, using a small amount of marble specialized cleaner with a soft white cloth for stubborn stains. Acidic liquids (orange juice, wine etc) should be avoided as they react with marble and can deteriorate the finish.

## METAL

Our metal products are finished with a clear protective anti-figure print coat to prevent tarnishing. Gently wipe clean with a soft white cloth on a regular basis to remove dust and dirt particles. Use metal specialized cleaner to remove any difficult marks or stains.

## LEATHER

Leather is a natural product characterised by the unique tone and individual markings that the animal has acquired during its life which may include creases and stretchmarks, scars and insect bites. Some softening and stretching of the leather is to be expected with use. Wipe leather with a clean, dry white cloth on a weekly basis to remove dust and dirt particles that can work their way into the hide and abrade the surface. To treat difficult stains, we recommend contacting a specialist leather cleaner who can also assist with regular treatment of the leather to nourish and prolong the life of leather upholstery.

## FEATHER CUSHION

Regularly shape and rotate loose cushions where applicable to maintain their shape and loft. Some movement may occur with loose covers as they are designed for a relaxed look and feel. Our scatter inserts are filled by high temperature washed 2-4cm white duck natural feather, which can be invigorated by laying them out in the sun to air. While specialised fabrics have been selected to contain feathers in compartments, occasionally feather quills can pierce through the covers. They can be simply removed by pulling the feather.

## RUG

Our rugs are mainly made from New Zealand wool.

Regular vacuuming can reduce the abrasive action of soil and grit from the pile and should take place even when the rug does not look overly dirty. A good quality vacuum cleaner is recommended to remove dust and dirt from a shagpile or high pile rug. We suggest avoiding powerful vacuums or power heads as stiff bristles and strong suction can damage the pile.

The prompt removal of stains/soil marks is necessary to maintain your rugs appearance. If stains are not dealt with immediately they may become permanent and even a professional cleaner may be unable to help. Spills should be cleaned immediately. Never rub a spill, instead blot any liquids with a dry absorbent white cloth or white paper towel. Do not rub or scrub rugs as it can cause permanent pile damage/disruption.

Some stains may be cleaned with a mild detergent and warm water. If the stain cannot be removed, like a paint, nail polish, shoe polish, seek specialist advice. Do not machine wash rugs.

Placing rugs in direct and continuous sunlight will cause them to fade. It is best to avoid placing a rug in direct sunlight if possible, and to regularly rotate your rug if sunlight is falling on one area of the rug. Fading will happen slowly over time, and this bleaching effect will permanently damage your rug. It occurs more obviously with darker coloured rugs and natural fibres.

Be aware that some heavy furniture can mark and flatten the pile in rugs, causing irreversible damage. Some heavy or sharp edged furniture pieces, or constant moving of furniture, can pull the rug out of shape so it appears less square.

Our rugs are individually handmade and hand tufted and as such they are subject to the following manufacturing variations, which are not considered faults or defects:

### SIZE

Being a handmade article, the size can vary by approximately 3% from the size ordered.

## **COLOUR**

Our products are made primarily from natural and hand dyed fibres. Every effort is made to ensure there is minimal colour variation however some variation can be expected between dye lots.

## **FADING**

Placing rugs in direct and continuous sunlight will cause them to fade. Dark coloured products will fade more obviously in natural light or sunlight. Some colour may transfer on light coloured surfaces. Rotate your rug to minimize damage caused by natural light.

## **DESIGN & CONSTRUCTION**

Minor variations may be evident in the design and construction, including line or weave thickness, which is due to the fact that the product is a handmade item.

## **SHADING**

Shading may occur due to changes in pile and weave direction. Areas of the rug may appear to have changed colour where the pile is facing a different direction. This is a natural effect in the rug and cannot be prevented.

## **SHEDDING**

Often new rugs begin to produce fluff as a result of loose fibres that remain in the rug after the manufacturing process. This is not a fault of the rug, but a standard characteristic of wool rugs. With regular vacuuming this will reduce over time.

## **PILLING**

Pilling can occur due to traffic, moving of furniture, vacuuming or other mechanical agitation. This can be carefully trimmed with scissors.

## **SPROUTING**

Occasionally loose yarn ends will rise above the pile surface. This is a characteristic of the type of weave, and all hand tufted rugs, not a manufacturing fault. The loose yarns can be carefully trimmed or pushed through.

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