

## Designers Guild

### Bed Linen

It is advisable to wash new sheets before putting them on the bed for the first time. Always wash dark colours separately. For most 100% cotton bed linen we recommend to wash at 40°C do not leave in washing machine overnight as fading may appear along crease lines. Always follow the washing instructions on the label. Commercial soap powders and detergents may be safely used but avoid detergents containing bleach or optical brighteners as they break down fabric fibres and cause colours to fade. Tumble dry but avoid overdrying as it causes wrinkles to set.

### Towels

Always follow the washing instructions on the label. Limit use of fabric conditioners on towels. Whilst they give a soft feel, overuse of conditioners leaves a coating which reduces absorbency. Avoid contact with facial cleansers and skin treatments as some contain Benzoyl Peroxide which has a bleaching effect. Pulled threads can simply be cut off as the towels are woven so that threads will not run.

### Rugs General Care & Cleaning

A rug is often a focal point in a room, and proper care and maintenance can extend its lifespan. To care for your rug effectively, we recommend lightly vacuuming it regularly with the nozzle attachment. Avoid using brush attachments, as they can damage the rug fibers. Always vacuum in the direction of the pile.

We also suggest treating your rug with our custom extra rug protection and having it cleaned by a professional rug specialist. If a spill occurs, blot immediately with a clean, dry white cloth, avoiding rubbing to prevent pushing the spill into the pile. Do not use harsh detergents. Do not walk on or place items on the rug until it is completely dry to prevent permanent damage.

To prevent slipping, we recommend using a rug pad or underlay.

#### Rug Fading

Please note that rug colors may fade over time, especially when exposed to strong natural light or UV rays. The extent of fading depends on light exposure and how often the rug is used.

#### Loose fibers

Due to the handmade nature of our rugs, you may notice loose fibers, which can be gently removed with light vacuuming using the nozzle. Some shedding is normal initially and will

decrease with use. Do not pull loose threads; instead, cut them with sharp scissors at the pile height.

Pile shedding does not impact the rug's lifespan.

#### Odor

Your new rug may have an initial smell. This is normal, and airing the rug will significantly reduce the odor over time.

#### Pressure Marks & Pile Reversal

Regularly rotating your rug helps ensure even wear. Pile movement or pressure marks are normal, especially in high-traffic areas.

Furniture legs can leave indentations. To minimize marks, rotate furniture and heavy objects regularly. To recover the pile, gently lift it with a fine-tooth comb. Using furniture pads can also help reduce pressure marks.

#### Specific Rug Care

Cleaning methods depend on the rug's material, so follow the specific guidelines carefully.

We recommend professional cleaning, but if you experience a spill or stain, the following tips can help prevent lasting damage.

#### Viscose / Rayon / Tencel® Lyocell / Polyester Rugs

Viscose and rayon are delicate plant-based fibers that may become permanently distorted after liquid spills, despite their shiny appearance.

Tencel® Lyocell and polyester rugs are more resistant to water marks but still require prompt action in case of spills. Blot the spill with a clean white cloth or paper towel, starting from the edge, working inward. Do not rub. Use a lightly dampened cloth with water to dab, then gently raise the pile with a fine comb, and try drying with a low-heat hairdryer while continuing to comb.

Avoid walking on or placing items on the rug until it is completely dry to prevent lasting marks. Finish by vacuuming with the nozzle.

#### Wool Rugs

Wool fibers have a natural protective layer that resists dirt, which helps in spill situations. Gently blot the stain with a damp cloth or absorbent paper towel—do not rub.

Mild, diluted detergent can help remove stubborn stains, but it's best to use a professional cleaner.

## Digitally and Screen-Printed Rugs

These rugs feature high-quality print details. To clean spills, quickly soak up as much liquid as possible from the edge toward the center. Lightly dab with a clean, damp cloth or white paper towel. Avoid rubbing and let the area dry completely. Delaying cleanup can lead to color fading.

## Indoor / Outdoor Rugs

Made from a special PET polyester yarn, these low-pile rugs are easy to maintain, lightweight, and reversible. They are perfect for high-traffic or damp areas and suitable for outdoor use.

Do not leave outdoor rugs exposed in the elements or direct sunlight for extended periods. Ensure they are dry before placing back on the floor.

Use a rug pad or underlay for safety and to prevent slipping.

Vacuum gently with the nozzle attachment regularly and shake periodically.

To clean spills, spot clean with a water and mild soap solution, blotting from outside inward to avoid spreading. Alternatively, rinse with an outdoor hose and let it air dry. Do not machine wash, dry, or use bleach.