

Empire Collection

Warranty for Empire Collection rugs

The manufacturer ensures that all rugs from the Empire Collection are produced according to strict rules, rigorous processes and high quality standards. All of our floor coverings submit TÜV, which confirms European accreditation and quality assurance.

The manufacturer guarantees that the floor coverings in the Empire Collection are defect-free in all that concerns characteristics of the product which hinder its usability for the purpose for which it was designed and manufactured. The manufacturer extends a warranty for 2 years starting on the dispatch date of the product. However, if any defect is detected, Aronson's must be immediately notified. Aronson's must be contacted and informed of any defect within 15 days after the delivery of the goods.

If no defects are reported within that period, the manufacturer assumes that they were defect-free. After that, the manufacturer can no longer be held responsible for any defects, and it becomes the client's responsibility to prove the existence of the defect at the time of delivery of the floor covering.

Claims regarding carpet color must be communicated within 15 days upon reception of the goods, so that the tone of the carpet hasn't been altered or affected by external factors, such as exposure to light, traffic and/or dirt. The manufacturer does not accept any claims related to freight. It means that if any damage is caused to the goods during the transportation, it is the transport service who must be held responsible for those damages. As so, the manufacturer advises clients not to sign any documents upon receipt without checking if the parcel is in good condition. All constraints related to freight, such as delays in delivery and failure to meet deadlines of delivery are the transport service's responsibility from the moment the goods are dispatched. The manufacturer cannot be held responsible for any type of inconvenience caused by the transport service (whether it is damage of products, delays in delivery, failure to meet deadlines or even the loss of the goods).

All complaints which are based on the conditions mentioned above must be accompanied of an original purchasing document from Aronson's Floor Covering (invoice, delivery note, etc.). The manufacturer will not accept the return of the goods without previous notification and written statement reporting the anomalies detected.

These terms do not apply to carpet defects resulting from negligent maintenance or incorrect and inadequate handling or cleaning. Depending on the type of material and fibers of which the carpets are made, there are some specific maintenance, handling and cleaning rules that must be followed (see Maintenance Sheet). Aronson's will not accept any claims related to consequences of the misuse and mishandling of the carpets by its clients.

Any contact or correspondence with Empire Collection must be done through the following address, telephone number or e-mail:

Aronson's Floor Covering
135 West 17th Street
New York, New York 10011
T +1 212 243 4993
info@empirecollectionrugs.com