

## FAQ - Frequently Asked Questions

### Q-When can I drop off a rug?

A- 6am-1pm Tuesday-Friday; 8am-3.30 Saturday;  
Closed Sunday, Monday and Statuary holidays

### Q-Where are you?

A- 445 Beta street off Alpha Street in the Mayfair-Burnside area. Look for our Sandwich board signs or use your GPS (or use the map below)



### Q. Will you unload my rug(s) from my car?

A. Yes, we will be delighted. Just come in our door and we will happily unload your rugs.

### Q. Can you Pick-up my rugs and then deliver when finished?

A. Yes, you can request our pick-up and delivery service which is available all over Victoria, Vancouver Island and the Gulf Islands.

### Q-How long does it take?

A- 1-2 weeks. Rush orders can be requested

### Q-Is my rug insured while in your care?

A-Yes, all orders are insured for theft, loss and accidental damage.

### Q-Can you get the odour of my rug?

A-Yes, you can request our guaranteed pet odour control treatment

### Q-My rug is damaged. Can you fix it?

A-Yes, we do all kinds of repairs and we have hand repair hand knotted rugs

### Q-My rug is Wool/Silk, are you qualified to clean it?

A-Yes, aside from caring for the very finest rugs on Vancouver Island for years, we are proud to be a WoolSafe company!

### Q- I am concerned about chemicals. Will my rugs be safe for my children or pets?

A-We are also very concerned about chemicals. We use the very safest cleaning solutions not only for your children/pets safety but for our own health.

### Q-I think my rug is valuable. Can you appraise it?

A-Yes, we offer an appraisal service where we will give you both a retail and wholesale value plus historical info about your rug!

### Q-I'm not sure if my rug is even worth cleaning. If it is not worth cleaning will you tell me the truth?

A-Our goal is to have a very happy client that will use us again and recommend us to their family and friends. We always tell you exactly what to expect for results before we start and then we guarantee the expectations. If your rug is not going to clean up ok we will tell you the truth before we start.