

Frequently Asked Questions

FREE BONUS! When you PRINT out this FAQ page and BRING it to Luv-A-Rug, you will receive either a free moth resist treatment (if your rug is wool) or a free spotter bottle if you have a rug made of other natural or synthetic material.

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 located?

A- 445 Beta St, 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 do I know that you are a professional rug care studio and not just a fake?

A-Because Luv-A-Rug's team is always thrilled to give you a behind the scenes "cooks tour" of our rug washing studio where you can see us wash real rugs. Carpet cleaners who are fake rug washers would never let you see what they do because they work out of a garage or a car port instead of an actual rug cleaning facility.

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.

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 out 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

authentic Persian weavers on staff who can repair any of your 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. In fact, were proud that even our guaranteed protective finish is EPA approved for the environment.

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-What method or system do you use?

A-We always start with a full pre-inspection of your rugs and then we will let you know exactly what the cost is with a written price, exactly what you can expect for results and a guarantee that we will meet these expectations. We may recommend other cleaning or repair services and this is certainly optional.

1. All cleaning work starts with a Badgering process. This is the equivalent of what grandma used to do by hanging up the rug over a line, except our Badgering is safe and gentle. This will remove the damaging dry soils that will not come out with vacuuming or even the cleaning process.
2. Next step is where we custom match our cleaning process to your rugs needs. We

do this with a safe bleed and shrinkage test and our considerable knowledge of fine rugs. We have all processes available to us from full safe washing all the way to chemical free dry cleaning. We always guarantee no damage with our WoolSafe cleaning procedures.

Rugs are always cleaned one at a time and we never put your rugs in a tub with bleaching agents and other peoples rugs where cross contamination and bleeding from other rugs will damage your rugs.

3. After cleaning we hang the rugs in our climate controlled dry room and then we post inspect your rugs and re-clean as needed.
4. Before rolling up completed rugs we always test for any moisture with our moisture detector. We will then call you to advise you that your rug is ready and we always roll out your rug for you to inspect to make sure that our service has meet with our guaranteed expectations.

Q-Do you have any other questions we have not already answered above?

A-If yes, then please give us a call at 250-590-6210 and we will be more than happy to answer it for you.

REAL REVIEW

“Your teenagers have an unauthorized party when you were not at home? Maybe a drink (or two) spilled on the nice living room area rug along with numerous other unknown marks?”

Good teenagers might clean up after party (hopefully so you don't discover there was a party, at all), but scrub as they might with every kind of general cleaning agent in the cupboard (none intended for use on the nice thick cotton area rug) the stains remained and were artfully concealed under furniture by turning the rug around - only to be discovered a year later.

Only when the Christmas tree tipped the contents of its water bucket onto the same rug did we discover last year's stain. Now we had two stains to deal with.

The friendly team at Luv-a-rug warned us that the brushes and harsh cleaners used last year may have damaged the rug, but they would do their best.

Not only did they get the stain out and recover the rug to its original state, they also did it much quicker than scheduled so we had the rug back in place in no time.

Very friendly and informative. Great service. I will take all of my rugs back there again.

*Brett & Lisa Hill
Victoria BC*