



Stephen "Dusty" Roberts

Frequently Asked Questions

When can I drop off a rug?

Here are the days and times we are open

Tuesday-Saturday: 8am-1:30pm

Closed: Sunday, Monday and Statuary holidays

Appointments can be made for earlier or later hours.

Call/text (778) 533-7847

Where are you located?

We are located at 445 Beta street (just off Alpha street) in the Mayfair-Burnside area. Look for our Sandwich board signs or use your GPS.

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

Yes, you can request our pick up and delivery service which is available all over Victoria, Vancouver Island and the Gulf Islands. Please call us for details.

How long will take to have my rugs cleaned?

Rugs can take up to 2 weeks to get cleaned. However, rush orders can be requested.

Will you unload my rug(s) from my car?

Yes of course! In fact we INSIST on carrying your rugs into and out of your vehicle. Just come in our door and we will happily unload your rugs.

Can you get the odour of my rug?

Yes we certainly can! In fact you can even request to have our Guaranteed pet odour control treatment done on your rug. This is one of the areas that separates Luv-A-Rug from all other so-called rug cleaners who like to cover up the smell rather than completely eliminate it like we do.

How do I know you're a professional rug care studio and not a fake one?

Because Luv-A-Rug's team is always thrilled to give you a behind the scenes 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.

Will you tell me the truth if my rug is not worth cleaning?

Our goal is to have you become 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 actually guarantee those results or you do not pay a penny! If your rug is not going to clean up okay or if it will cost more than it is worth, we will tell you the truth before we start.

What cleaning method or system do you use?

Not all rugs are made the same. That means each rug requires it's own cleaning method depending on what it's made of, how it was constructed and the kind of shape it's in.

Therefore we always carefully match the proper cleaning procedure to suit the kind of rug you have (unlike fake rug cleaners who only have one method of cleaning - typically carpet cleaning equipment).

Is my rug insured while in your care?

Yes! All rugs in our care are insured for theft, loss and accidental damage.

My rug is damaged. Can you fix it?

Yes, we do all kinds of repairs on rugs. Our authentic Persian weavers can repair and reweave just about any damage your area rugs may have suffered through - especially any hand knotted rugs!

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

Definitely YES! Dusty Roberts is a Master Rug Cleaner from the Oriental Rug College Program, a Senior Fellow of Academy of Oriental Rug (AOR) along with being IICRC & Wool Safe Certified.

After nearly 3 decades in the rug cleaning industry, there is no one more qualified in Western Canada than Dusty to care and restore your rugs so that you will fall in love with them all over again!

I'm worried about chemicals. Will my rugs be safe for my children or pets?

We ONLY use the very safest cleaning solutions on your rugs.

Because we wash rugs everyday we refuse to use anything BUT the safest solutions to protect our health. That way we can guarantee when you bring your rugs home they will be safe for not only you and your children but especially for your pets.

Do you have a question not answered above?

If you have any questions whatsoever about your rug (or our company) please don't hesitate to contact us. (778) 533-7847

We would love to help you in anyway we can!