

Rug Care Guide

TEMPLE &
WEBSTER

We want you to love your rug. With our rug care guide, we provide you with valuable tips to help ensure you can enjoy your rug for years to come.

Before buying, consider these points...



Colours of rugs can appear to vary due to screen/monitor settings and bright lighting in a studio setting.



Rugs made from natural materials may vary in size by 2-3% from the size ordered.

General care

Indoor rugs

- Avoid exposure to direct sunlight to prevent fading.
- Vacuum regularly to remove dust and dirt, and avoid excess shedding. Choose a low suction, brushless setting to avoid damaging the fibres.
- Rotate your rug every six months to prevent uneven wear. Where possible, we also recommend turning the rug to reduce pressure marks caused by furniture.

- Spot clean promptly if you spill anything. Use paper towels or a clean white cloth, and do not soak the area. We recommend mild household detergents or carpet-specific stain removers, but always check the instructions before use.
- Use a rug pad as it will extend the life of your rug. Not only will it help to hold your rug safely in place and absorb noise on wooden, laminated or tiled floors, but it also helps to prevent the build-up of dust and dirt underneath your rug.

- Do not use steam cleaners as they can damage the fibres.

Outdoor rugs

- Keep under cover, and store away from the sun and weather when not in use.
- Shake or vacuum regularly to remove dust and dirt.





Material-specific care

Jute

- Avoid moisture.
- It's best to avoid placing heavy furniture on jute as it's not as resilient as other materials.

Machine washable rugs

- Always check care instructions on the label before proceeding.
- Air dry to avoid shrinkage. Hang outdoors, or lay flat on a clean surface, flipping occasionally to ensure both sides dry properly to prevent mould growth.

Wool

- Wool rugs will shed. This will lessen over time, but it will not stop completely. Vacuum on a low setting to pick up loose fibres gently and prevent damage. If you have pets, crawling babies, or allergies, wool rugs may not be a suitable option for you due to the loose fibres.
- It is recommended that you have your rug professionally cleaned every 1-3 years.

Synthetics for indoor use

- Avoid heat, such as fireplaces, heaters or radiators.

Synthetics for outside use

- Hose down the rug for effective, easy cleaning.
- When not in use, rugs should be stored out of the sun and weather.

FAQ ?

Will this rug suit my home?

For rug size and placement guides, plus help on what style and material will suit your lifestyle, head over to our [Rug Buying Guide](#).

Can I put my rug outside if it is under shelter?

Only rugs that are intended for outdoor use should be used outdoors, ideally under cover.

Why does my rug smell?

In some cases, your rug may have a musty or chemical smell, which typically comes from rugs made with natural fibres and time spent in safe storage. This is non-toxic and will subside after being out in the air for a few days.

My rug is creased/not lying flat – what do I do?

This can be common with new rugs. The best way to speed up the flattening is to reverse-roll/roll back the rug and apply pressure at the same time. Heavy books can work well here.

Why is my rug shedding?

Rugs made of natural fibres - and viscose - will shed. Shedding is caused by fibres in the yarn that are short, so they get detached from the pile. This is normal, and it will reduce within a few months (though it will not stop completely). If this is something you want to avoid completely, we recommend rugs made of polyester or polypropylene.

Why is my rug fading?

All rugs fade over time! Help minimise fading by avoiding direct sunlight, and rotate the rug for more even wear. However, the nature of all materials is that they wear down with use.

What do I do about the tufts sticking out from my rug?

Occasionally, loose yarns may appear above the pile surface. This is typically characteristic of the type of weave – mainly hand-tufted or hand-loomed rugs – and not a manufacturing fault. Simply cut/trim the loose yarns with a pair of scissors. Do not pull loose yarns or threads as you may damage the rug.