

## YANCHI NATURAL FIBER AREA RUG FAQs

### Top Questions a customer may ask about Yanchi Bamboo Rugs:

**Q: I have seen bamboo in other stores. What is different about Yanchi Bamboo Rugs?**

**A:** Everything! Yanchi Bamboo Rugs are made from the strongest, most durable bamboo on earth. We use only 5 year old bamboo when others often use younger, weaker bamboo for their rugs. We feature a patented, ventilated, non-slip, rug pad backing which gives a comfortable cushion underfoot, keeps the rug in place and allows the rug to breathe. We feature unique styles of bamboo in many popular sizes and our variety is unbeatable. Finally, our rugs come packed in an attractive and versatile canvas bag with carrying handles and hanging loops for easy storage and transport.

**Q: Will this rug scratch or dent easily?**

**A:** These rugs have been aged, kiln dried and finished with premium polyurethane. This process is crucial in manufacturing the strongest, most durable bamboo rug in the marketplace. However, these rugs are not scratch-proof. Depending on the style and manner of use, these rugs will show some scratches due to unprotected furniture legs, animal claws, etc. Wood scratch remover can be used effectively to fill in scratches.

**Q: Can these rugs support heavy furniture? Dining table? Sofa?**

**A:** Yes, these rugs can support such furniture and should not break under typical weights, as long as the surface is not a high pile carpet. To avoid scratches, we suggest using felt, rubber or plastic casters with rounded edges on any table or chair legs.

**Q: Can you use a rolling chair on your bamboo rugs?**

**A:** No. An office chair with casters on its legs should not be used on our rugs. We would recommend our patented Bamboo Office Chair Mats for this purpose.

**Q: My rug has an odor when first removed from its package. Will the smell go away? Is it toxic?**

**A:** Yes, the odor will dissipate over the course of several days depending on the ventilation in the room. The odor is present because it is packaged soon after the rug pad backing is attached. As it is unrolled and given a chance to air out the odor will dissipate. The odor is not harmful.

**Q: My rug is darker/lighter than what appears on your website.**

**A:** Because bamboo is a natural material, each rug is unique and color may vary slightly from one production to another. Likewise, colored rugs are dyed and will vary slightly from one production to another.

**Q: Will these rugs fade in the sun?**

**A:** Yes, just as a wooden deck or outdoor wood furniture will fade when exposed to the elements, our rugs will also fade in direct sunlight. These rugs are suggested for indoor use and exposure to the sun should be limited.