



Inspection Guidelines

At the time of delivery, inspect for damaged packaging (torn, worn, or perforated exterior).

Any damage found must be noted on the signed proof of delivery. Send photos of the damage to contactus@scottgroupstudio.com

Unroll the Rug and Visually Inspect for Damage

All carpets should be opened and inspected within 5 days of receipt. In the event of visible damage to the outer wrapping material when received, this must be noted on all copies of the freight bill and immediately inspected and reported to the carrier and SGS. Send photos and detailed description of any damage to contactus@scottgroupstudio.com.

The white plastic inner wrapping is provided as a moisture barrier during shipping and should be removed and discarded. The outermost poly wrapping material can be re-used to cover the roll for re-rolling and storage. Carpet that is stored for extended periods should be unrolled and vacuumed every 2 weeks to avoid pile crushing. Carpet should be stored in a dry, climate-controlled environment, loosely wrapped.