



## VINYL FLOOR CLOTH FAQs

**RETURNS:** There are no returns on vinyl floor cloths unless they have been damaged during shipment.

**LEAD TIME:** There is a multiple week lead time for floor cloths which can change without notice (please view current lead time at bottom of any vinyl floor cloth listing). Each vinyl floor cloth is custom made and none are in stock. Rush orders are available at the vendor's discretion.

**FOR USE ON:** even floor surfaces, such as hardwood, linoleum and cement. Rug pads are not recommended for use beneath floor cloths. Always use felt pads under table and chair legs.

When using on **tiled floors, especially tile with wide grouting**, carpet tape may be needed to secure the floor cloth. Another concern on wide-grouted tile is that furniture legs and high-heeled shoes may cause puncture marks.

Not recommended for use on carpet, gravel or any uneven surface.

**OUTDOOR USE:** Vinyl floor cloths may be used in controlled outdoor settings, such as covered patios or screened-in porches.

**MATERIAL:** Vinyl floor cloths are printed – not hand-painted. They have a non-slip surface and a padded backing, and are made of a layer of flexible vinyl just under 1/8" thick. They are non-flammable, phthalate-free and UV-resistant up to three years.

They will lie flat once unrolled.

They are durable but heavy furniture should not be dragged across them and stiletto heels should not be worn on them.

**SAMPLES:** 5" x 5" samples of our vinyl floor cloth patterns are available for a \$25 deposit each, which is refunded to you when the sample is returned to us. Please contact us with credit card information to have a sample sent to you.

**CUSTOMIZATION:** Only some patterns are available in a custom size or shape. Please contact us with any questions. Some patterns may be made into a round floor cloth, but there will be no border on the edge.

**PATTERN REPEATS:** Most photos on our website represent the exact pattern repeat for each size offered. Please scroll through the size options to see how patterns change with width and length, and contact us with any specific questions.

**SHIPMENT:** Vinyl floor cloths are shipped to you via Fed Ex or UPS rolled up in a tube-like package. You will receive a tracking number when your floor cloth ships out. There is no white glove or threshold shipping options available for floor cloths. Oversize floor cloths may ship UPS Freight or an independent carrier, and will be delivered with **curbside service** only.

Shipping to Hawaii and Alaska will be higher than the calculated shipping, so there may be additional fees. We are able to ship to some countries besides the U.S. – please contact us for a shipping quote before placing your order. Customs duties and taxes may apply.

**CARE:** Vinyl floor cloths are easy to care for. Simply clean with water and a damp cloth – you can also use diluted hand soap on a cloth or soft sponge. Do not vacuum with a beater brush, scrub or use floor cleaning chemicals on your vinyl floor cloth.

If your floor cloth becomes wet, dry the top side and flip over to make sure the underside also dries to prevent mold and warping.

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