

FILING A CLAIM

You should first determine your carpet's fiber type.

Carpet retailers can provide specific details about the products they sell. If you are not sure of your carpet's fiber type and manufacturer, please call the retailer from whom you purchased your carpet.

Notify your retailer in writing. Be sure to describe the specific problem and to include a copy of your invoice. Your retailer will take appropriate action, including notifying Karastan, if necessary.

If you are unable to contact your retailer for some reason, or if you do not get a satisfactory reply from the retailer, please call Technical Services at 800-266-4295 or write to Karastan at:

Karastan
Attention: After Sales
235 Industrial Blvd.
Chatsworth, Georgia 30705

A woman with blonde hair, wearing a white long-sleeved top and grey trousers, is sitting on a large, tufted, light-colored ottoman. She is leaning back on her left hand and reading an open book. The room is bright and airy, with large windows in the background showing a view of trees. There is a bed with white linens to the left, a lamp, and a small table with a vase of purple flowers to the right. The carpet is a light, textured color.

Karastan[®]