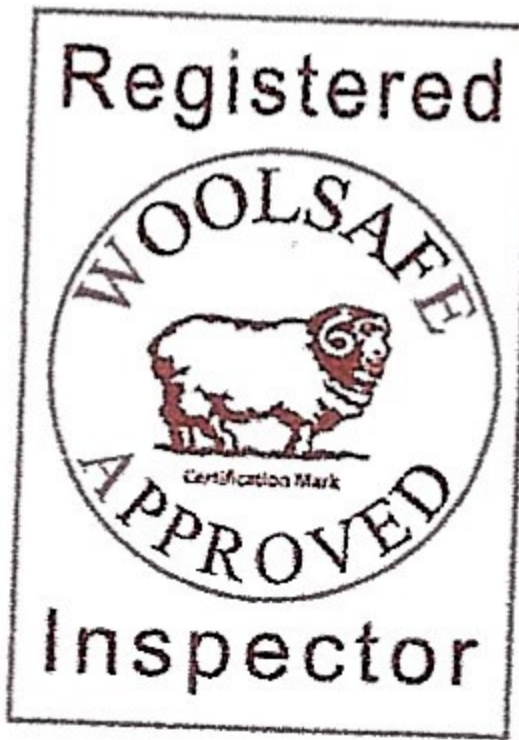


## Registered Inspectors Network

The WoolSafe Registered Inspectors Network is on hand should a problem be too big to solve. Whether between you and your customer, your customer and the manufacturer, or the manufacturer and you, WoolSafe Registered Inspectors use their expert knowledge to independently investigate carpet complaints.



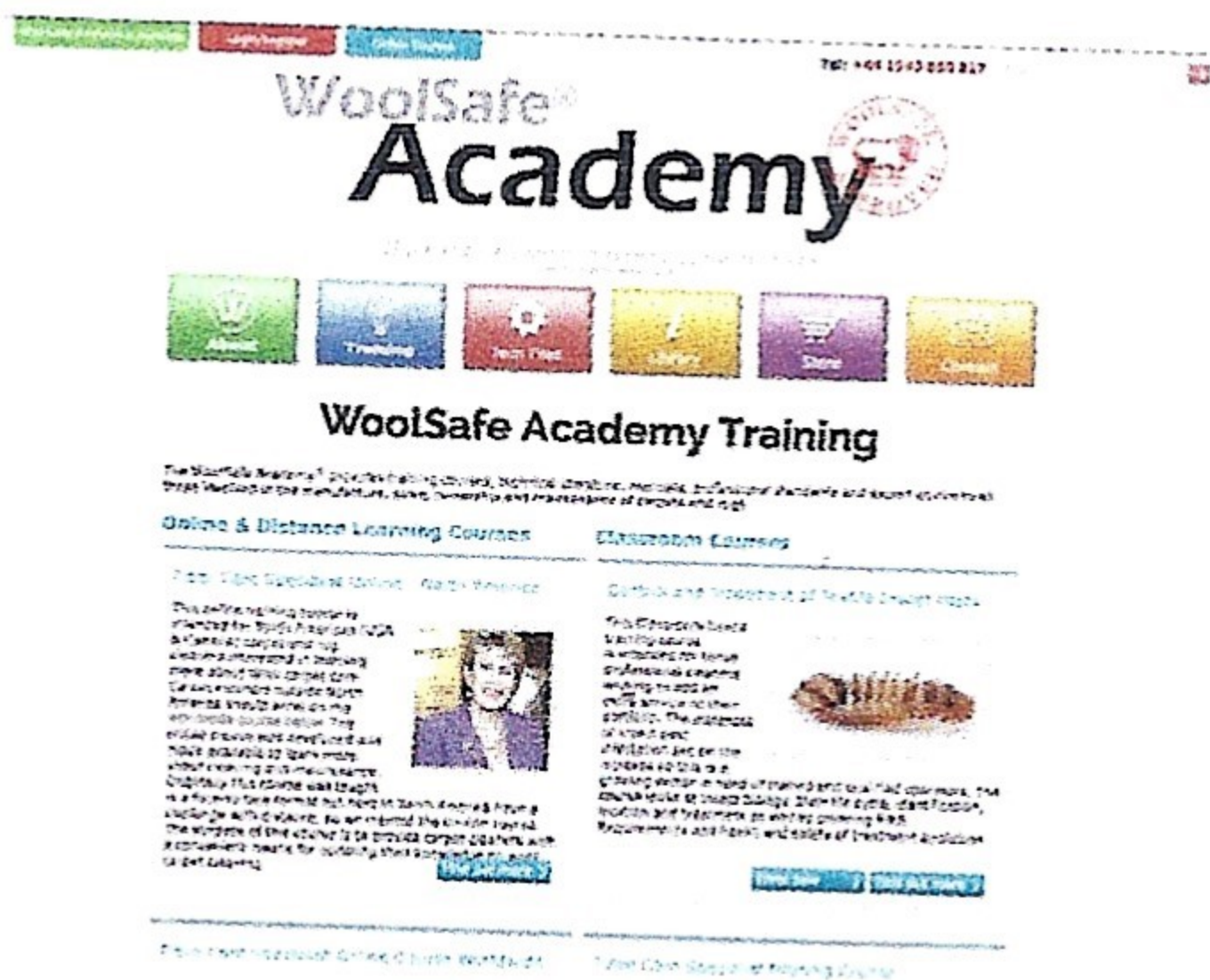
Using experience gained over many years of practical involvement with carpets and rugs and their extensive training, WoolSafe Registered Inspectors are fully qualified to investigate complaints on-site for both domestic and commercial installations. They can carry out or commission tests where required and will provide a comprehensive report.

**Registered Inspectors are listed at [www.woolsafe.org](http://www.woolsafe.org)**

## WoolSafe Approved Products

Some of the world's biggest cleaning product names are enrolled in the WoolSafe Approved programme. Approved products have been tested in the WoolSafe laboratory by scientists for their effectiveness and safety. There are approved products suitable for cleaning and maintaining ALL types of carpets and rugs, not just those made from wool.

**Find approved products on [www.woolsafe.org](http://www.woolsafe.org) or when using the WoolSafe Apps available on Apple and Android.**



## The WoolSafe Academy

The WoolSafe Academy is your portal for professional learning and you can discover a world of advice, technical files and a full library of information on carpet care.

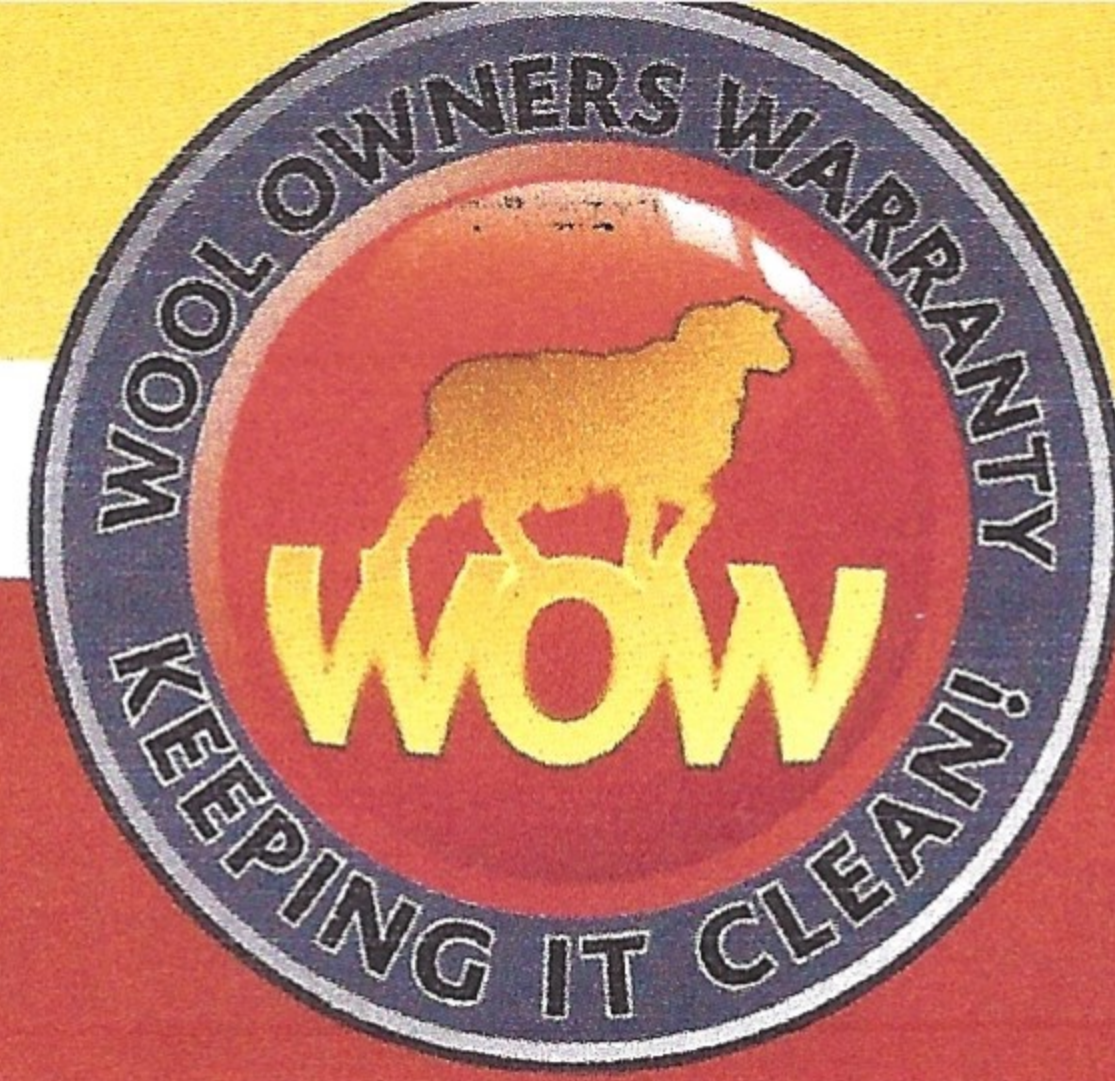
**[www.woolsafeacademy.org](http://www.woolsafeacademy.org)**

### The WoolSafe Organisation

9 Boroughgate, Otley, West Yorkshire LS21 1AG  
Tel: 01943 850 817 [office@woolsafe.org](mailto:office@woolsafe.org)



Environmentally aware for superior carpet care  
[www.cleantecinnovation.com](http://www.cleantecinnovation.com)



## Wool Owners Warranty

The WoolSafe Organisation, in partnership with some of the UK's leading wool carpet manufacturers, have launched an industry first: a brand new aftercare service for those who purchase a wool carpet: the Wool Owners Warranty (WOW).

When a consumer buys a wool or wool-rich carpet from any of the ranges of the participating manufacturers and registers their purchase online, they are allocated their own personal carpet care advisor, a WOW Registered Carpet Cleaner.

Shortly after installation the WOW Carpet Cleaner visits the carpet owner, delivers a free bottle of spot remover, and gives some invaluable carpet care advice. This is a FREE service.

In the event of a spillage on their treasured wool carpet your customer calls their WOW Cleaner, who will talk them through the spot removal steps they need to take. Should the carpet owner be unsuccessful in removing the stain satisfactorily, a time will be arranged for the cleaner to visit the customer's premises to attempt a professional treatment, FREE of charge.

### The 3 easy steps to register your customer for Wool Owners Warranty:

1. Visit [www.wowwarranty.com](http://www.wowwarranty.com), click on the retailer portal and register your company. (In future you will login through the same portal).
2. Input your customer's details and the information of the carpet purchased.
3. Either select a local WOW Registered Cleaner or leave it on automatic allocation; agree to the T&Cs and click Register.

**The process is simple and takes just two minutes.**

Wool Owners Warranty is unique and can be extended for the lifetime of the carpet on condition it is cleaned annually by a WOW Registered Cleaner. It is unlike any other carpet warranty or 'stain proof' guarantee attached to certain synthetic carpets. No other warranty offers a free spot removal service, free bottle of spot remover and free personalised carpet care advice. Impress your customers, sell more wool carpet and make more profit! Register today:

**[www.wowwarranty.com](http://www.wowwarranty.com)**



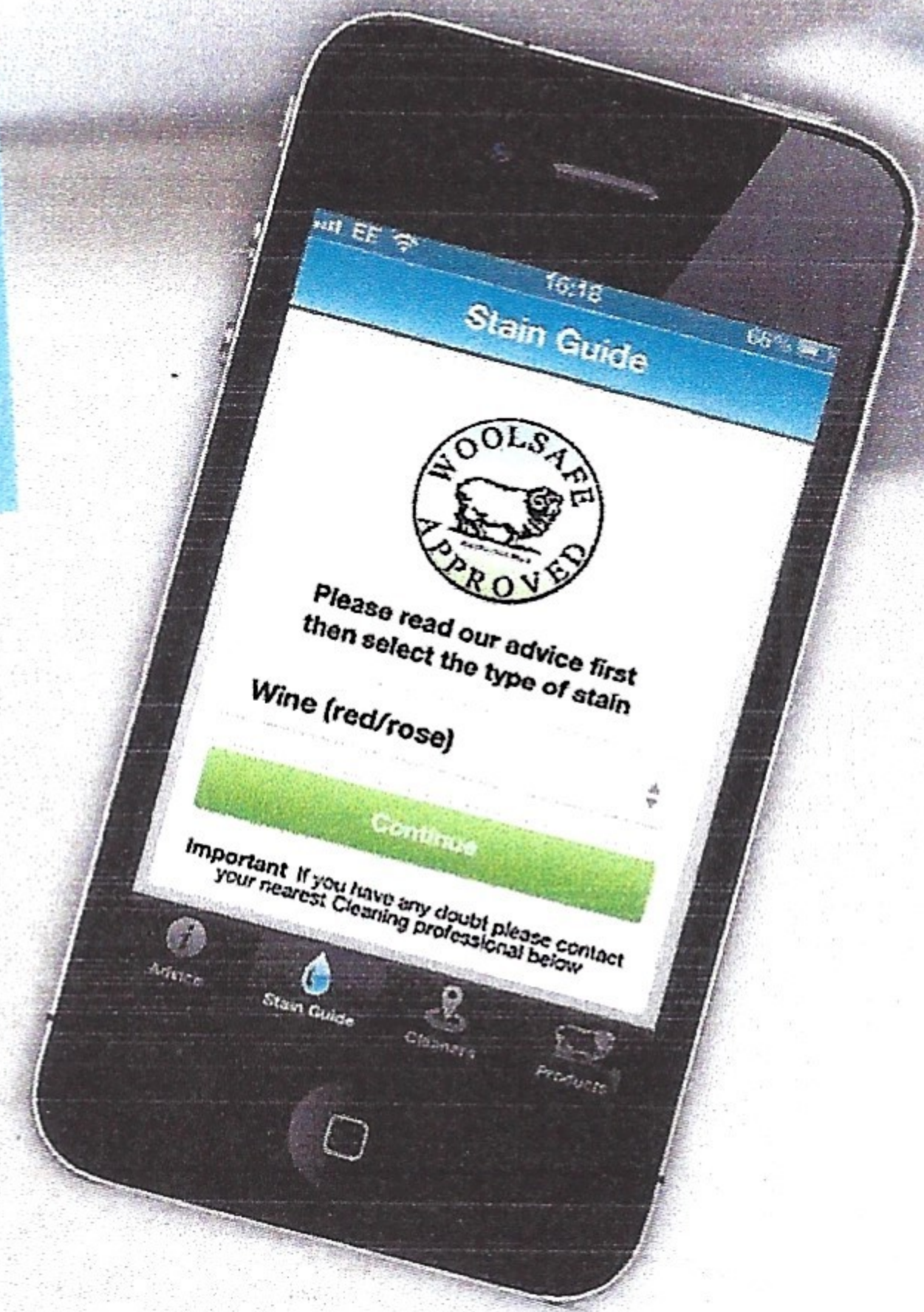
Vacuum cleaners - the choice of cleaning professionals  
[www.sebo.co.uk](http://www.sebo.co.uk)



## Caring for carpet the right way



The WoolSafe Organisation is the UK's leading authority for the correct care and maintenance of carpet and offers a range of services empowering retailers to build a reputation for great service and consumers to get the most out of their investment.

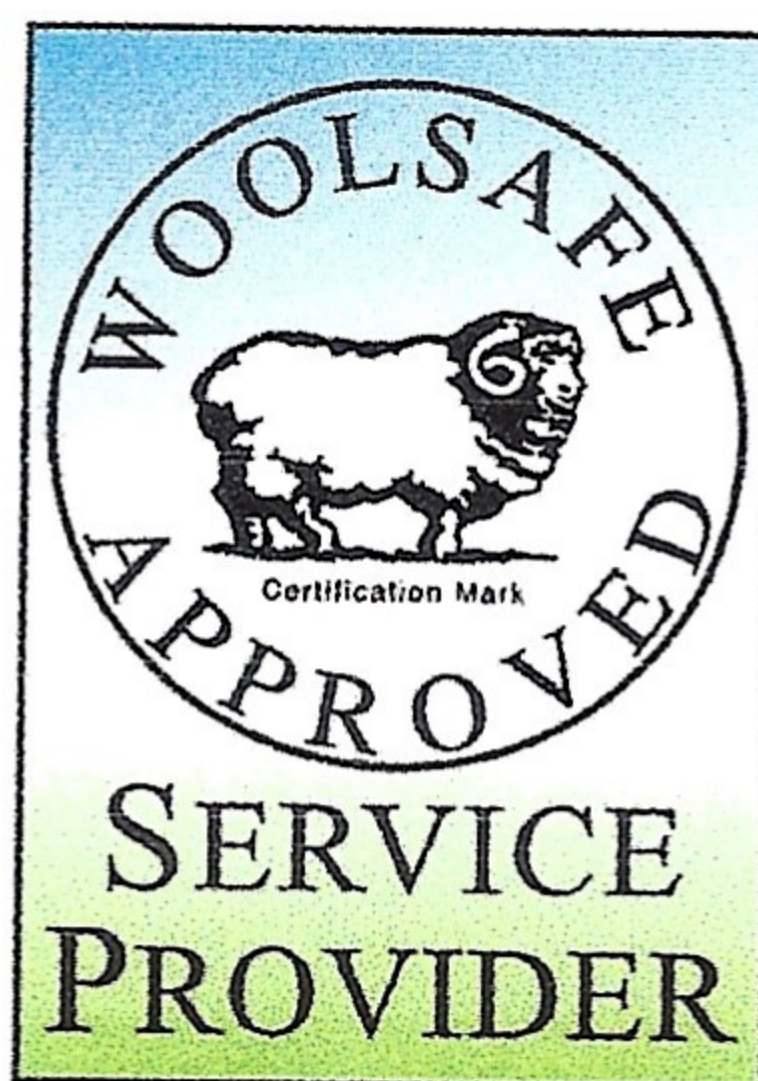


**A**t WoolSafe we work hard to bring you services that have a positive impact on your business. Looking after your customers is key in maintaining your reputation. When you sell a carpet or rug to a customer, do you provide them with any advice about how to look after their valuable investment? After all, if they care for their carpet properly, it will perform well over the long term and you will have a more satisfied customer.

### **Approved Service Provider**

The WoolSafe Organisation is dedicated to raising standards in the carpet cleaning sector and so runs the WoolSafe Approved Service Provider Network.

Offering coverage of the UK and Ireland, the WoolSafe Approved Service Provider Network consists of trusted and highly professional carpet cleaning companies, that operate to a strict code of practice. Service Providers have at least one WoolSafe Fibre Care Specialist in permanent employment who has passed WoolSafe's rigorous training course.



These professionals are among the best in their industry and should be the first point of call when professional cleaning services are required.

**Find your Approved Service Provider at [www.woolsafe.org](http://www.woolsafe.org)**



The clean carpet you expect...  
the service you deserve  
[www.servicemasterclean.co.uk](http://www.servicemasterclean.co.uk)

### **Stain Removal Guides**

The free-to-download WoolSafe Carpet Stain Cleaning Guide App puts the right way to treating spills and accidents at your fingertips. Tell your customers about this app and help them to maintain their investment the correct way!

**Available for iPhone and iPad on App Store and Android devices on Google Play.**

A series of one minute stain removal videos are viewable on **WoolSafe TV on Youtube**, including how to remove red wine and coffee spills from a wool carpet with just tissue paper and a WoolSafe approved spot remover.

### **Free Customer Care Helpline**

If you have trouble dealing with customer queries on carpet maintenance, such as 'how do I get red wine out of my carpet', then just give them the WoolSafe Helpline number and we'll give them the right advice!

**01943 850817**



British Wool makes a better  
carpet... naturally  
[www.britishwool.org.uk](http://www.britishwool.org.uk)