

SHEERS, BLACKOUT & DRAPERY WARRANTY, SEWING, & HANDLING GUIDELINES

GENERAL WARRANTY

Richloom Fabrics Group warrants to its customers in the hospitality and contract industries that all fabric purchased from Richloom will conform to ACT (Association for Contract Textiles) Standards. All our products are designed for a specific end use and are engineered to perform satisfactorily under reasonable commercial conditions.

All materials must be properly installed, maintained, and cleaned in accordance with the specified care instructions provided by Richloom. All warranty claims must be submitted to Richloom in writing within thirty (30) days after discovery of the nonconformity or defect. Richloom Fabrics Group warrants sheer, blackout, and drapery fabric products against defects in material and manufacturing for a period of 1 year from the date of invoice under normal single-shift commercial use.

GENERAL HANDLING/MANUFACTURING

Most claims trace back to how goods were handled before the first seam was ever sewn.

- Inspect every roll/bolt for shading, flaws, or width variation before cutting.
- Allow fabric to relax off the bolt for 24 hours before cutting tightly rolled or shipped-folded goods.
- For large multi-panel runs, sew and hang a sample set under actual site lighting before committing the full order.
- Handle rolled goods on a clean, lint-free surface; support the full roll weight when unrolling.
- Store cut panels flat or rolled, not folded, prior to sewing.

SEAM CONSTRUCTION: HORIZONTAL & VERTICAL SEAMS

Vertical Seams (Side Seams, Joining Widths)

- Hang vertical panels for 24-48 hours before sewing vertical seams. This allows the fabric to grow and relax to its final length.
- Sewn parallel to the selvage/warp to join fabric widths side-by-side.
- Pin or clip at close intervals on wide panels to prevent uneven feeding and puckering.
- Feed both layers through the machine at the same rate to avoid excess fabric buildup.
- Test tension and stitch length on a full-length scrap seam, not just a short swatch.

Horizontal Seams (Hems, Headers, Railroaded Seams)

- Sewn across the grain or weft — hems, headers, and railroaded/cross-joined seams.
- Match tension carefully across pressed or folded seam allowances to prevent bunching at the intersection.
- Reinforce or double-stitch load bearing hems, but avoid re-stitching the same needle line.

- Steam and finger-press seams immediately after sewing, before the fabric relaxes unevenly.

Puckering — General Causes & Prevention

- Incorrect top/bobbin tension balance is the most common cause — rebalance whenever thread, needle, or fabric changes.
- Use a new, sharp needle of the correct size. Using dull or oversized needles can distort the weave and cause pulls or puckering. Use the correct stitch length. If stitch lengths are too short, the excess thread can increase the tension and cause puckering. If stitch lengths are too long, seams will be unstable and risk coming und
- Sewing under stretch or tension at the machine causes the seam to pucker once released.
- Re-sew a puckered seam rather than pressing it flat — pressing rarely resolves it permanently.

SHEERS

Handling

- Handle with clean, dry hands and equipment — oils and grease mark permanently on open-weave sheers.
- Support the full width when moving panels; unsupported weight causes stretching and distortion.
- Keep away from static-generating surfaces and low-humidity environments during fabrication.

Sewing Technique

- Use a fine, sharp needle and fine thread sized for lightweight goods.
- Use light presser-foot pressure and a straight-stitch or single-hole throat plate where available.
- Stabilize hems and headers with a lightweight fusible, if needed.

DRAPERY (FACE FABRIC)

Handling

- Confirm pattern repeat and fabric direction before cutting multiple widths.
- Match pattern at the seam line before pinning, checked under raking light.
- Protect face fabric from soil, moisture, and pressing damage throughout fabrication.

Sewing Technique

- Maintain consistent seam allowance across all panels in a job.
- Press seams before topstitching or hemming — not after construction.
- Use weighted or blind-hem techniques suited to the fabric weight.

BLACKOUTS

Handling

- Handle foam-backed or acrylic-coated blackout by the edges to avoid cracking or delamination.
- Keep away from direct heat during handling and storage.
- Store rolled, not folded, to avoid permanent creasing that telegraphs through the face fabric.

Sewing Technique

- Match needle size and stitch length to the coating weight to avoid scorching or melting.
- Avoid repeated stitching over the same line — each pass leaves a hole that shows when backlit.
- Attach blackout to face fabric with even tension across the full width.
- Test a full hem/heading assembly on scrap before running the full order.

WEAR | ABUSE

Damage, disintegration, or loss arising from abuse, misuse, vandalism, burns, cuts, abrasion from other hardware or building components, or punctures are not covered under this warranty. Damage includes but is not limited to staining or marks made via ink transfer, dyes, and other external contaminants. Dye transfer (also known as reverse crocking) can occur in any environment, especially when light-colored fabrics are exposed to pigments from dark clothing or other materials. Once dye has penetrated the topcoat or fiber, stains are often permanent and are not covered under warranty.

CLEANING

This warranty may be voided by any of the following:

- Use of improper cleaning agents or methods
- Lack of routine cleaning and maintenance
- Combining cleaning agents
- Failure to rinse with clean water following cleaning protocol

Clean with a mild soap solution and a soft, damp cloth. Do not use abrasive pads, stiff brushes, bleach, alcohol, acetone, or solvent-based cleaners. Failure to follow approved cleaning protocols voids fabric warranty coverage.

USE

Colorfastness performance applies only when material is used as specified. Outdoor use of an indoor product will void the warranty. Colorfastness to ultraviolet light is excluded as conditions of usage may vary. Any use other than intended, or use after ownership by the original purchaser, excludes all warranty claims.

HANDLING | SHIPPING | STORAGE

Freight claims due to damage that may occur during shipping or transit do not fall under this material warranty. Materials are not covered for moisture damage, mold, mildew, or fading resulting from storage in non-climate-controlled or high-humidity areas for an extended period.

Richloom Fabrics Group is not responsible for damage resulting from improper installation or handling, including but not limited to tears, punctures, improper fastening, or mishandling during transport and setup, and such damage is excluded from warranty coverage.

REMEDIES

If a fabric fails to perform as warranted herein, Richloom Fabrics Group will provide a credit of the purchase price to be applied to future orders or offer replacement of the fabric with a mutually agreed-upon substitute of equal value, for the affected area only. Under no circumstances will credits or reimbursements include labor costs. This warranty applies only to the original purchaser of the fabric.

Warranty inquiries must be submitted in writing to Richloom Fabrics Group. Original purchase information is required to investigate all claims.

FORCE MAJEURE

Should Richloom Fabrics Group be required to cease business operations due to force majeure, terrorist attack, declaration of war, earthquake, flooding, or other natural or man-made disaster, all warranties express or implied will be voided. Except as expressly provided herein, Richloom Fabrics Group makes no representations or warranties, express or implied, including without limitation any warranty of merchantability or fitness of its products for any particular purpose, and hereby disclaims the same.