

COMMERCIAL FAUX LEATHER WARRANTY, CUTTING, & 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 of our products are designed for a specific end use and are engineered to perform satisfactorily under reasonable commercial conditions. ACT Abrasion Disclaimer: Multiple factors affect fabric durability and appearance retention, including end-use application and proper maintenance. Wyzenbeek results above 100,000 double rubs have not been shown to be a reliable indicator of increased fabric lifespan.

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 faux leather (polyurethane and PVC-coated) products against defects in material and manufacturing for a period of 1 year from the date of invoice under normal single-shift commercial use. The following additional terms and exclusions apply:

Environmental Conditions

Faux leather products are susceptible to degradation from prolonged exposure to high humidity, extreme temperatures, and UV light. Storage or use in environments with relative humidity above 80% or below 20%, or temperatures outside 40°F–120°F (4°C–49°C), may cause hydrolysis, cracking, or delamination and is not covered under this warranty.

Hydrolysis

Hydrolysis (breakdown of the polyurethane coating due to moisture) that results from storage in non-climate-controlled conditions or from excessive exposure to perspiration, body oils, or liquids is not covered under this warranty.

Cracking & Peeling

Cracking, peeling, or flaking caused by chemical exposure (including but not limited to hand sanitizers, alcohol-based disinfectants, solvents, or aerosol sprays) is excluded from this warranty. Only manufacturer-approved cleaning agents should be used on faux leather products.

Seating & Flexion

Stress cracking at hinge points or seating fold lines resulting from inadequate padding or foam support is not covered. Proper foam density and underlayment appropriate for the end use are required to maintain warranty coverage.

MANUFACTURING

Application of a post-treatment (after shipment by Richloom Fabrics Group) voids this warranty. This warranty also does not cover manufacturing defects in furniture design or wear resulting from:

- Inadequate or receding padding/foam underlayment

- Improper railroading
- Lack of pattern modification by textile type
- Inadequate or excessive stitches per inch (coated: 5–7; woven: 8–10)
- Use of polyurethane as welt cord (discouraged for all upholstery applications)

Compliance with specifications of ASTM D4034

<u>Spec</u>	<u>Standard</u>	<u>PU/PVC/Faux Leather Guidance</u>
Seam Allowance	0.5 inches	—
Seam Type	301 Lockstitch	—
Thread Type	100% Nylon Bonded Monochord	—
Needle Thread Size	8	—
Bobbin Thread Size	5	—
Needle	Size 22 Ball Point	Microtex (Sharp) strongly advised — slim, acute point reduces tearing and coating lift
Stitches per Inch	7 ± 0.5	Favor the lower end (5–7 SPI, per warranty exclusion table) — use a longer stitch length (3.0–4.0mm equivalent) to avoid perforation-style tearing

Additional handling note for PU/PVC/faux leather: These materials tend to stick to standard metal presser feet. Use a Teflon (non-stick) foot, roller foot, or matte tape on the presser foot to allow smooth feed and prevent drag marks or uneven stitching. Excessive tension applied to PU, PVC, or faux leather materials during fabrication — whether through overtightened stitching, stretching during railroading, or improper handling under the presser foot — can cause coating cracking, delamination, or premature seam failure, and any resulting damage is not covered under this warranty.

All fabrication must conform to the Standard Construction Specifications set forth herein, including but not limited to seam allowance, seam type, thread type, needle and bobbin thread size, needle type, and stitches per inch. Deviation from these specifications — whether through insufficient or excessive seam allowance, incorrect seam or stitch type, improper thread or needle selection, or stitch density outside the stated tolerance — constitutes a fabrication defect rather than a manufacturing defect in the fabric itself, and voids this warranty with respect to any resulting damage, seam failure, or performance issue. Richloom Fabrics Group assumes no liability for claims arising from construction that does not meet these specifications, regardless of whether the fabric itself conforms to all applicable warranty terms.

Cutting Technique

- Cut on a clean, smooth, lint-free surface — grit or debris under the material can scratch or emboss the coated face during cutting.
- Use a sharp rotary cutter or shears; dull blades drag and can tear the coating rather than cleanly severing it.
- Cut face up so the pattern, grain texture, and any directional grain match are visible and controlled.

- Confirm grain/texture direction before cutting multiple panels — many faux leathers have an embossed grain that reads differently depending on orientation, similar to a directional pattern.
- Avoid multiple passes with the blade on the same line; a single clean cut reduces the risk of a ragged or frayed edge on the backing.
- Allow extra yardage for a test cut and for matching grain/texture across panels, especially on large runs (banquette seating, etc.).

Seaming & Construction Notes

- Test stitch on a scrap piece first — needle holes in faux leather are permanent; a seam that must be picked out will leave visible holes.
- Use a longer stitch length and a leather/denim needle where appropriate to reduce perforation and tearing along the seam line.
- Avoid pins in the finished-face area; use clips, weights, or temporary low-tack tape outside the seam allowance to hold panels in place.
- Where possible, use double-sided fabric tape or a walking-foot machine to reduce feed marks and slippage between the coated face and machine bed.

WEAR | ABUSE

Damage, disintegration, or loss arising from abuse, misuse, vandalism, burns, cuts, abrasion from other furniture 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 faux leather 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

Handling during fabrication

- Handle by the edges or backing where possible — repeated contact and pressure on the coated face can burnish or shine the surface over time.
- Avoid folding sharply or creasing; both PU and PVC can develop a permanent crease line, and PVC is especially prone to this in cool temperatures.
- Do not stack heavy cut panels on top of one another for extended periods — sustained pressure can cause the coated face to bond or "block" to the layer beneath it, especially in warm storage conditions.
- Keep away from direct heat sources (sewing machine lamps, irons, heat guns, direct sun through glass) — PU and PVC coatings can soften, discolor, or permanently distort with heat exposure. Store away from direct sunlight and temperature extremes.
- Bring material to room temperature before cutting or fabricating if it has been stored somewhere cold — PVC, in particular, becomes stiffer and more crack-prone at low temperatures.

Freight claims due to damage that may occur during shipping or transit do not fall under this material warranty. Materials are not covered for hydrolysis, cold crack, or other disintegration resulting from storage in non-climate-controlled 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.