RICHLOOM
CONTRACT

261 Fifth Avenue, Floor 12
New York, NY 10016

COMMERCIAL UPHOLSTERY 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 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 standard upholstery 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.

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 (recommended: 8–10 for woven upholstery fabric)

Compliance with Construction Standards

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
Stitches per Inch: 7 ± 0.5

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

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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 underneath can snag or distort the weave during cutting.
- Use sharp shears or a rotary cutter; dull blades drag the fabric and can fray or distort the cut edge.
- Cut with the fabric squared to the true weave (grain) line — off-grain cutting causes visible twisting or bowing once upholstered.
- Confirm pattern repeat and railroading direction before cutting multiple panels — patterned fabric run the wrong direction cannot be corrected after the panel is cut.
- Avoid multiple passes with the blade on the same line; a single clean cut reduces fraying at the cut edge.
- Allow extra yardage for pattern matching and a test cut, especially on large runs or multi-cushion pieces.

Seaming & Construction Notes

- Test stitch on a scrap piece first to confirm tension, stitch length, and needle size before running the full order.
- Use the needle and thread specifications above consistently across a job to maintain uniform seam appearance.
- Maintain consistent seam allowance across all panels in a single job — variation shifts pattern match and finished dimensions.
- Press seams open or to one side per spec before topstitching or hemming; pressing after construction, rather than during, is a common source of visible seam ridges on the face side.

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

General Maintenance

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Care Code - Cleaning Code: W/S, Bleach (10:1), Dry Care. Fabrics may be cleaned with Diluted Bleach (1:10). Rinse with water to remove residue and wipe dry with a clean cloth.

Everyday Stains

- Wipe clean with water and a soft towel.

Oil-Based Stains

- Wipe clean with water and a soft towel. Remove any residue with a solution of water and mild soap. Use non-abrasive, pH-neutral soap (e.g., Dawn dish soap or 409®). After cleaning, wipe with a clean, damp cloth to remove any soap residue.

Pen and Sharpie

- Use white eraser to remove as much ink as possible. Remove remaining mark with rubbing alcohol and terrycloth. Stubborn stains in woven crevices may be removed with a soft bristle toothbrush.

Prohibited Cleaners and Practices

To avoid damage, do NOT use:

- Abrasive cleaners or pads (e.g., scouring pads, powders)
- Solvents like acetone, MEK, lacquer thinner, etc.
- Steam cleaning or high-heat methods
- Wax, polishes, or silicone-based cleaners

General Care Instructions

- Wipe spills promptly to prevent staining.
- Rinse all cleaning agents thoroughly with water and wipe with a soft cloth. Residue left by cleaning agents will degrade and shorten the life and/or affect the product's appearance if not removed.
- Always test any cleaning agent on an inconspicuous area first.
- Avoid prolonged exposure to sunlight and extreme heat.
- Protect the surface from sharp objects to prevent cuts or punctures.

<u>Disinfection</u>

Rinse all cleaning agents thoroughly with water and wipe with a soft cloth

Residue left by cleaning agents will degrade and shorten the life and/or affect the product's appearance if not removed.

Product: Tekloom® - High Performance Fused Textile
Content: Polyester 85%-88%, Graffiti–Free® Tekloom® TPE 12-15%

While Tekloom® is inherently stain resistant, it is important to keep it clean at all times to maintain the original look and feel. Spot cleaning with a clean, soft towel with clean water will remove most of the everyday stains.

Cleaning Code: W/S, Bleach (10:1), Dry Care

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This product can be disinfected with a 10:1 bleach dilution of water/bleach. Apply the solution using a misting spray bottle and gently scrub the affected area with a sponge or soft bristle brush. Allow the mixture to linger for the time specified by the Center for Disease Control and Prevention. Avoid soaking the seamed area to prevent the bleach from penetrating thru the protective layer.

Approved Healthcare Cleaners

This list represents some of the most common options available and is not intended to be comprehensive.

- 3M C Diff Solution Tablets
- 3M Neutral Quat Disinfectant Cleaner Concentrate 23H
- 3M Neutral Quat Disinfectant Cleaner Concentrate 23L
- 3M HB Quat Disinfectant 25L
- Amphyl
- CaviCide
- Cavi Wipes XL
- Clorox Healthcare Hydrogen Peroxide Cleaner Disinfectant Wipes
- Ecolab A456 II
- Ecolab Neutral Disinfectant Cleaner
- Formula 409
- Hydrogen Peroxide
- Lysol Disinfectant Spray
- Oxivir 1
- Oxivir 5 16
- Oxivir Plus
- Oxivir Tb Wipes
- Oxycide
- Perisept
- Sani-Cloth AF3 Germicidal Disposable Wipes
- Steris (Coverage Spray HB Plus)
- Stride Fragrance Free SC Neutral Cleaner
- Virex 256
- VIrex Plus
- Wexcide 128

*Tekloom® protects the woven fabric with a patented clear TPE layer. All approved cleaning chemicals should stay on Tekloom surface. Avoid soaking the seamed area to prevent the cleaning chemicals from entering the base, which might damage the product integrity.

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*The cleaning recommendations above are just a guide and intended to help the maintenance of the specified product. Pointe neither guarantees, nor will take any responsibility the specific results, as testing of these products was conducted under laboratory conditions and results may vary under actual conditions.

*Richloom is not liable for any intentional stains, and the damage resulting from lack of cleaning, the misuse of the cleaning agents, or the use of inappropriate cleaning agents for the product. Under no circumstance, shall Pointe be liable for any incidental, consequential, or other damage resulting from negligence, misuse, mishandling or exposure to any of the chemicals used in conjunction with the cleaning/maintenance of the product.

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 cut panels by the edges where possible to avoid soiling, oils, or marking on the face fabric.
- Avoid folding sharply or creasing tightly; set-in fold lines can be difficult to press out fully and may show once upholstered.
- Support the full weight of fabric when moving cut panels; do not drag fabric across itself or other surfaces, which can cause pilling, snags, or soiling.
- Keep away from direct heat sources (irons, heat guns, direct sun through glass) — prolonged heat exposure can fade or distort some finishes. Store away from direct sunlight and temperature extremes.
- Inspect panels for shading, flaws, or width variation before cutting or fabrication, and store rolled, not folded, to prevent shading and premature fading.

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

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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.