

COMMERCIAL VELVET 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 velvet upholstery and drapery products against defects in material and manufacturing for a period of 3 years from the date of invoice under normal single-shift commercial use.

VELVET — ADDITIONAL TERMS

Due to the inherent nature of cut-pile fabrics, the following additional terms and exclusions apply specifically to velvet upholstery and drapery products:

Pile Crushing & Shading

Velvets exhibit natural pile directionality. Shading — the appearance of lighter or darker areas caused by the direction of the pile — is an inherent characteristic of the fabric and is not a manufacturing defect. Pile crushing from normal seated use is considered wear and is not covered under this warranty.

Abrasion & Pilling

Velvets are not recommended for high-abrasion applications. Pilling, snagging, or pile loss resulting from excessive abrasion, contact with rough surfaces or clothing hardware (buttons, zippers, rivets), or use in environments exceeding the fabric's specified abrasion rating is not covered.

Pattern Matching & Railroading

Velvet fabrics must not be railroaded unless specifically indicated by Richloom Fabrics Group. Improper railroading will result in opposing pile direction and visible shading differences, and will void this warranty. Small variances in repeat measurement are inherent and are not considered manufacturing defects.

MANUFACTURING

Application of a post-treatment (after shipment by Richloom Fabrics Group) voids this warranty. This warranty also does not cover manufacturing defects in 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 arising from construction that does not meet these specifications, regardless of whether the fabric itself conforms to all applicable warranty terms.

Nap (Pile) Direction

Velvet has a directional pile, and light reflects differently depending on which way the pile lies. This is the number one cause of warranty claims and job rejections on velvet installations.

- All panels and pieces must be cut with the pile running the same direction — top to bottom, consistently, across the entire job (all panels in a room, all cushions on a piece of furniture, etc.).
- Determine pile direction by running a hand down the fabric: one direction feels smooth, the other feels resistant ("against the nap"). Mark the back of each cut length with an arrow before cutting further pieces, so direction is not lost.
- Never mix pile direction between panels hung side by side or cushions on the same piece — this causes visible color or shading variation ("shading" or "flare") even when it is the same dye lot and roll.
- For drapery, pile typically runs down (railroaded fabrics may run pile horizontally — confirm with the specific fabric's construction before cutting).

Cutting Technique

- Cut velvet face down where possible, or with minimal handling of the pile side, to avoid crushing.
- Use a sharp rotary cutter or shears — dull blades drag the pile and distort the cut edge.
- Avoid folding velvet sharply or leaving it folded or creased for extended periods; pile crush from folding can be difficult or impossible to reverse.

- Cut all panels from the same dye lot and, ideally, sequentially from the same roll, since velvet is especially prone to visible dye lot variation.
- Allow extra yardage for pattern and pile matching and for a test cut — cutting into pile is unforgiving of mistakes.

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

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

Velvet fabrics require careful maintenance to preserve pile integrity. Always brush the pile in one direction using a soft-bristled upholstery brush. Do not rub — blot spills immediately with a clean, dry cloth. Avoid steam cleaning, machine washing, or the use of harsh chemical cleaners unless expressly noted on the fabric's care label. Failure to follow proper care protocols voids velvet 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

- Support the full weight of the fabric when moving cut panels; do not drag velvet across itself or other surfaces, which crushes and mats the pile.
- Keep velvet away from pins and clips in the finished-face pile area if avoidable — pinholes can be more visible in low-pile velvets than in other upholstery fabrics.
- Steam (not iron) to relax pile crush from shipping folds — direct heat and pressure irons will permanently flatten pile.
- Store rolled and in original suspended boxes, not folded, whenever possible before and after cutting.

Commercial Application Notes

- Because commercial installs often involve multiple panels across a large wall or run of seating, inspect a few cut panels together under the actual room lighting before committing the full cut — pile shading is much more visible under raking (angled) light than under flat inspection light.

Freight claims due to damage that may occur during shipping or transit do not fall under this material warranty. Materials are not covered for pile crushing, shading, or other degradation resulting from storage in non-climate-controlled areas or under sustained pressure 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.