

WARRANTY INFORMATION



Woven Upholstery • Coated Upholstery • Privacy Curatains • Wallcovering

5-YEAR WOVEN UPHOLSTERY WARRANTY

This warranty relates only to Arc-Com's Woven Contract Textile Upholstery purchased either direct from Arc-Com or through an original subcontractor.

Arc-Com warrants that all shipments are in accordance with the Textile Fibers Products Identification Act. These products are designed for a specific end use and are engineered to perform satisfactorily under reasonable commercial conditions during a single shift environment.

We guarantee that each shipment will be of first quality and produced to meet or exceed ACT (Association for Contract Textiles) quality and performance standards under the provision that they are manufactured, installed and maintained properly and documented on a regular basis subject to normal wear and tear usage for a period of five years.

We recommend using a minimum of 6 - 8 stitches per inch for woven fabrics and a minimum 1/2 inch seam grab. Care should be taken to use the proper needle size relative to the type of fabric that is being sewn. Additionally, when a textile product has a backing, be sure to trim both selvages so that stitching/sewing is within a minimum 1/2 inch grab in the backed area.

Arc-Com has no control over where our products are used. This guarantee makes the presumption that any product that is specified under this guarantee will be manufactured to the highest industry standards and used in an appropriate location and environment. Should a question arise for a specific product, we would be available for advice as to whether an item is appropriate. Should a dispute arise where our advice or recommendation was either not sought or followed, the final decision as to a product's appropriateness will be that of Arc-Com. This warranty becomes effective as of the date of Purchaser's invoice from Arc-Com.

In the unlikely event that this woven upholstery product does not perform satisfactorily when properly manufactured, installed and maintained on a regular documented basis under normal conditions using appropriate cleaning agents and methods, Arc-Com will replace the fabric at no charge to the original owner. Arc-Com is transitioning all of our running line products with stain-resistant finishes to PFAS-free stain resistant finishes. The removal of PFAS chemistry may impact the woven upholstery's ability to resist different types of stains. As the removal of PFAS has been driven by regulation, any changes in the level of product performance will not be covered under this warranty. This warranty begins as of the date of Purchaser's invoice from Arc-Com and does not include labor costs. Any post processing done after purchasing from Arc-Com will void this guarantee. Custom products are not covered under this guarantee and are handled on an individual basis. Where any dispute arises, only the laws of the State of New York will be applicable.

When maintenance is required, make sure that any cleaning agents are appropriate for the product and are satisfactorily spot tested. Always test a small unexposed area to achieve satisfactory procedures and results before processing bulk quantities. For specific cleaning instructions and appropriate cleaners, please visit our website at www.Arc-Com.com.

When the product is packed for shipment, to insure that it is received defect free, use the following procedure. Add foam or other padding on the frame corner edges, with corrugated edge shipping and encase the frame with bubble wrap prior to placing in a protective bag and wooden crate for transportation and installation. Enclose onsite installation instructions, including "Handle with Care" stickers and clear instructions to remove protective packaging only after the seating has been positioned in its designated location.

Certain clothing dyes such as those used in denim jeans may have more of an affinity to and migrate more readily to lighter colors on woven upholstery products. This problem is generally irreversible. Arc-Com will not assume responsibility for dye transfer and migration caused by this type of contamination.

5-YEAR COATED UPHOLSTERY WARRANTY

This warranty relates only to Arc-Com's Coated Contract Upholstery purchased either direct from Arc-Com or through an original subcontractor.

Arc-Com warrants that all shipments are in accordance with the Textile Fibers Products Identification Act. These products are designed for a specific end use and are engineered to perform satisfactorily under reasonable commercial conditions during a single shift environment.

We guarantee that each shipment will be of first quality and produced to meet or exceed ACT (Association for Contract Textiles) quality and performance standards under the provision that they are manufactured, installed and maintained properly and documented on a regular basis subject to normal wear and tear usage for a period of five years.

We recommend using 6 – 8 stitches per inch. Care should be taken to use the proper needle size. Selection of the proper foam is fundamental to insure product durability and performance. When seating frame design incorporates square or sharp corners, it is important to insure that those areas are properly reinforced using a high quality resilient foam to minimize surface damage that may occur from rough handling. These areas are more apt to show damage as opposed to rounded areas. Seams should be sewn to insure adequate resistance against stretching to minimize exposure of needle holes and fabric base during the assembly process. Proper thread selection is also an important component to the sewing process. It is recommended to avoid raised stitching when possible and provide a seam grab of ½ inch. Whenever possible, the use of a French seam, curve radius, or double stitching with seam tape is recommended. Extreme care must be taken to minimize stretching and distortion of the needle holes, which can expose the underlying light colored base. For silicone fabrics we recommend a maximum 100 round point needle size and the use of a lock stitch.

Arc-Com has no control over where our products are used. This guarantee makes the presumption that any product that is specified under this guarantee will be manufactured to the highest industry standards and used in an appropriate location and environment. Should a question arise for a specific product, we would be available for advice as to whether an item is appropriate. Should a dispute arise where our advice or recommendation was either not sought or followed, the final decision as to a product's appropriateness will be that of Arc-Com. This warranty becomes effective as of the date of Purchaser's invoice from Arc-Com.

In the unlikely event that this coated upholstery product does not perform satisfactorily when properly manufactured, installed and maintained on a regular documented basis under normal conditions using appropriate cleaning agents and methods, Arc-Com will replace the fabric at no charge to the original owner. This warranty begins as of the date of Purchaser's invoice from Arc-Com and does not include labor costs. Any post processing done after purchasing from Arc-Com will void this guarantee. Custom products are not covered under this guarantee and are handled on an individual basis. Where any dispute arises, only the laws of the State of New York will be applicable.

When maintenance is required, make sure that any cleaning agents are appropriate for the product and are satisfactorily spot tested. Always test a small unexposed area to achieve satisfactory procedures and results before processing bulk quantities. For specific cleaning instructions and appropriate cleaners, please visit our website at www.arc-com.com

When the product is packed for shipment to insure that it is received defect free, use the following procedure. Add foam or other padding on the frame corner edges, with corrugated edge shipping and encase the frame with bubble wrap prior to placing in a protective bag and wooden crate for transportation and installation. Enclose onsite installation instructions, including "Handle with Care" stickers and clear instructions to remove protective packaging only after the seating has been positioned in its designated location.

Certain clothing dyes such as those used in denim jeans may have more of an affinity to and migrate more readily to both lighter colors and coated upholstery products. This problem is generally irreversible. Arc-Com will not assume responsibility for dye transfer and migration caused by this type of contamination.

5-YEAR PRIVACY CURTAIN WARRANTY

This warranty relates to a specific hospital or their Sub Contractor/Purchaser having used Arc-Com Hospital Privacy Curtain fabric.

Arc-Com warrants that all shipments are in accordance with the Textile Fibers Products Identification Act. Our products are designed for the specific end use of Hospital Privacy Curtains and/or Hospital Drapery and are engineered to perform satisfactorily under reasonable commercial conditions.

We guarantee that each shipment will be of first quality and produced to meet established industry standards. We guarantee satisfactory performance of our cubicle fabric under the provision that they are manufactured, installed and maintained properly on a regular documented basis subject to normal use for three years from date of Purchaser's invoice from Arc-Com. For the first three years Arc-Com will guarantee product and labor at the original net cost. After three years from date of purchase, Arc-Com will extend the guarantee of fabric only for an additional two years.

Arc-Com has no control over where or how our products are used or how they are manufactured into the end use product. This guarantee requires that any Arc-Com privacy curtain fabric specified under this guarantee will be manufactured and used in an appropriate location and environment and sewn to the highest industry standards. Should a question arise about a specific product, our technical staff is available for advice. Should a dispute arise where our advice or recommendation was either not sought or followed, the final decision as to the product's appropriateness will be that of Arc-Com. This warranty becomes effective as of the date of Purchaser's invoice from Arc-Com.

In the unlikely event that this product does not perform satisfactorily when properly manufactured, installed and maintained under normal conditions using our cleaning instructions and methods, Arc-Com will stand by the product and refund the original cost of the cubicle fabric at the manufacturer's original net cost as described above. Claimant must submit a copy of the invoice(s) in question. When a dispute arises only the laws of the State of New York will be applicable. This warranty applies only to the original purchaser and any post treatment or processing outside of the original product shipped will void this warranty. This warranty excludes Custom products which are handled on an individual basis.

When maintenance is required, make sure that any cleaning agents are appropriate for the product and are satisfactorily tested. Initially wash and dry only one panel to prove satisfactory procedures and results. Especially note that the drying unit must have a timer alarm so the maintenance attendant is able to immediately remove the serviced product from the drying cam. (See Arc-Com's Cleaning Instructions).

5-YEAR WALLCOVERING WARRANTY

Subject to the conditions, limitations and the installers compliance with the wall preparation and installation instructions as detailed on the sample card and supplied within each roll, Arc-Com warrants that for a period of five (5) years from the date of shipment that our fabric-backed vinyl wallcovering products will not separate from their backings or exhibit stains caused by bleeding of impurities from the wallcovering. This limited warranty extends to only the purchaser of the wallcovering. This limited warranty does not cover and expressly excludes any damage, loss, cost, defect or deficiency arising out of or relating to: (a) accident, abuse, misuse, or vandalism; (b) mold or mildew; (c) use of incompatible materials, accessories or supplies; (d) abnormal conditions of use including use on walls subject to moisture infiltration or accumulation; (e) improper storage, handling, installation, or maintenance; (f) fire, flood or other acts, omissions, causes, or events beyond the control of Arc-Com; (g) wallcovering that has been altered by anyone other than Arc-Com; or (h) any other loss, cost, damage, defect or deficiency not within the scope of the limited warranty.

Any claim or dispute arising out of or relating to the wallcovering shall be resolved by final and binding arbitration in accordance with the Center for Public Resources rules for non-administered arbitration. THE FOREGOING LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY ARC-COM WITH RESPECT TO ITS WALLCOVERING. ARC-COM MAKES NO OTHER REPRESENTATIONS AND DISCLAIMS ALL OTHER REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED, ARISING BY OPERATION OF LAW OR OTHERWISE INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; ANY IMPLIED WARRANTY ARISING BY USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE; ANY IMPLIED WARRANTY ARISING FROM ANY USE OF ANY WALLCOVERING, OR ARC-COM'S CONDUCT IN RELATION TO SUCH USE, AND IN EACH SUCH CASE, WHETHER OR NOT THE PURPOSE OR USE OF THE WALLCOVERING HAS BEEN DISCLOSED TO ARC-COM AND WHETHER OR NOT THE WALLCOVERING IS SPECIFICALLY DESIGNED AND/OR MANUFACTURED FOR ARC-COM FOR CUSTOMER'S USE OR PURPOSE. If, during the warranty period, the wallcovering fails to conform to the foregoing limited warranty, Arc-Com's sole and exclusive liability and Customer's sole and exclusive remedy shall be (at Arc-Com's option) to replace or refund the purchase price for the nonconforming wallcovering, subject to Arc-Com being promptly notified in writing and being provided with the nonconforming wallcovering for inspection. Any permitted claim against Arc-Com which is not made within 90 days of the claimant's knowledge of the claim shall be deemed irrevocably waived.

IN NO EVENT WHATSOEVER SHALL ARC-COM OR ANY OF ITS EMPLOYEES, AGENTS OR SUPPLIERS HAVE: (a) ANY LIABILITY, WHETHER BASED ON BREACH OF CONTRACT, WARRANTY, TORT, STRICT LIABILITY OR OTHERWISE, IN AN AMOUNT IN EXCESS OF THE AMOUNT ACTUALLY RECEIVED BY ARC-COM AS PURCHASE PRICE FOR THE WALLCOVERING WHICH IS THE SUBJECT OF A CLAIM, OR (b) ANY LIABILITY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, EVEN IF ARC-COM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING BUT NOT LIMITED TO ANY DAMAGES ARISING FROM INJURY TO PERSONS, LOSS OF VALUE OR USE (INCLUDING STIGMA OR DIMINUTION OF VALUE DAMAGES); LOSS OF ANTICIPATED REVENUE OR PROFITS; DAMAGE TO OR LOSS OF OTHER PROPERTY OR EQUIPMENT; COST OF CAPITAL; COST OF SUBSTITUTE SUPPLIES, FACILITIES OR SERVICES; OR CLAIMS MADE BY AN END USER.