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5 YEAR UPHOLSTERY WARRANTY & PERFORMANCE GUARANTEE

This warranty relates to Arc-Com 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 a minimum of 7 - 10 stitches per inch for tightly woven dobby's and 10 - 12 stitches per inch for jacquards, matelasse's and pocket weaves in addition to a minimum $\frac{1}{2}$ " seam grab. For pocket weaves, we recommend the use of seam tape to prevent seam slippage. Care should be taken to also 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 $\frac{1}{2}$ " 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 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.

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. Where any dispute arises, only the laws of the State of New York will be applicable.

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