

Tough Collection Limited Warranty (Tier 1 through Tier 4)

February 15th, 2025

Richloom Fabric Group (“Richloom”) stands behind our fabrics in our Richloom Tough line of polyurethanes and is pleased to offer the following limited warranty against hydrolysis.

Subject to the limitations and conditions described herein, Richloom warrants to the purchasing manufacturer of parts or furniture incorporating Richloom Tough polyurethane products for the periods outlined in the chart below by product tier from the date of purchase that the product will conform to the applicable product specifications provided by Richloom and will remain free from defects in materials and workmanship.

Tier Level	Hydrolytic Resistance ISO 1419 Jungle Test	Hydrolytic Resistance ASTM 3690-02	Warranty in Years
1	5 Weeks	3 Weeks	3 Years
2	7+ Weeks	5 Weeks	5 Years
3	10+ Weeks	10+ Weeks	10 Years
4	10+ Weeks	10+ Weeks	10 Years

This limited warranty excludes damage and/or staining from (1) product misuse or abuse, (2) failure to follow the Richloom Tough proper care/cleaning guidelines, (3) allowing stained product to remain uncleaned for more than 24 hours after staining, (4) exposure to non-food or non-beverage substances including, without limitation, pet stains, hair dyes, shoe polish, paints, inks, nail polish, crayons, bleaches, caustic chemicals, fertilizers, insecticides, iodine, acne medications, drain cleaners, plant food and bodily fluids or substances, (5) exposure to vegetable oil based products or foods and beverages that contain strongly colored natural disperse dyes, found, for example, in mustard and herbal, and (6) exposure to very hot substances.

This limited warranty covers the replacement cost of the Richloom Tough products affected up to the original purchase price. If the original product is no longer available Richloom will provide replacement product in the same price range. This limited warranty does not include other costs that may be associated with replacement of the fabric, including labor and installation.

The application of any chemical treatments, including treatments purchased at the retail level, by a third party other than Richloom voids this limited warranty.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, RICHLOOM EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR NATURE WITH RESPECT TO RICHLOOM TOUGH PRODUCTS, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY ARISING OUT OF ANY COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE.

The provisions of the foregoing limited warranty shall be Richloom Tough product purchasers' sole and exclusive remedy with respect to the Richloom Tough products purchased. No decision by Richloom to honor claims or provide any remedy exceeding or outside of the foregoing limited warranty in any instance shall constitute a waiver of any provision of the foregoing warranty with respect to any other instance or establish a course of dealing between the parties that would vary any provision of the foregoing limited warranty.

Richloom Tough Proper Care/Cleaning Guidelines

Both PVC and Polyurethanes should be cleaned with a mild, water-based shampoo or soap. More stubborn stains can be cleaned with a mild, non-alcohol based, cleaning fluid. Rinse with clean water afterwards. For non-liquid stains such as mustard, please remove any excess with a flat object before cleaning. All stains and spills must be attended to promptly.