



LIMITED WARRANTY UPHOLSTERY - TEXTILES

This warranty is offered against defects in manufacture and / or workmanship of fabric. Materialised fabrics are manufactured with the greatest care for the product and environment.

Our textiles are tested by independent testing institutions to meet the requirements for contract textiles and wall coverings for abrasion resistance, light fastness, shrinkage, flammability and hydrostatic pressure resistance (if applicable).

In the case of accepted claims, fabrics are warranted for **2 years** from the date of purchase.

This warranty covers the replacement or repair of the textile, including re-making cost to a value up to, but not exceeding the value of fabric on each item, specifically excluding incidental and consequential costs.

Claims will be acknowledged under the following conditions:

- Each item of furniture must have a label attached with Materialised recommended cleaning procedure
- Evidence is provided the upholstery is carefully and regularly cleaned in accordance with the maintenance recommendations on our website

materialised.com.au/resources/cleaning-care/upholstery-cleaning-care-videos/

- The item of furniture is used for normal commercial usage - ie: daily usage in a commercial or public environment (8 hour shift per day)
- The item is upholstered over adequate padding and without sharp corners and edges
- The upholstery foam used has not collapsed or failed causing undue stress on the fabric
- The upholstery is not installed in a manner that places excessive stress on the textile
- The item is used appropriately according to the provided technical specifications

The warranty specifically excludes:

- Abuse and misuse
- Usage in environments that require excessive cleaning
- Fabrics exposed to sunlight without appropriate protection (except specifically designated outdoor textile)

Prolonged exposure to sunlight can shorten the life of upholstery and fading will occur. Darker fabrics fade more quickly than lighter colours. It is important to rotate cushions regularly. If the furniture is near a window using a film on the window along with drapes will help protect your upholstery longer.

Certain clothing and accessory dyes (such as those used on denim jeans) may migrate to lighter colours. This phenomenon is increased by humidity and temperature and is irreversible. Materialised will not assume responsibility for dye transfer caused by external contaminants.

- Incorrect sewing of fabric
- Accidental damage, e.g. caused by sharp objects etc,
- Care instructions are not followed correctly
- Other costs related to the claim – whether direct or indirect.

Assistance:

Should an issue arise regarding our fabrics, please contact our sales office for prompt assistance.

This warranty shall be governed and construed in accordance with the laws of Australia, any dispute relating to or arising out of the warranty, including whether a claim should be acknowledged, shall be subject to the exclusive jurisdiction of the courts of NSW Australia.

Date: May 2021