



## Fabric Warranty

Thomas Kemp high performance fabrics come with a 5 year warranty against normal wear and tear conditions from the date of installation.



This warranty covers Thomas Kemp fabrics only and applies to the original purchaser of the fabric.

Fabrics covered are those that become unserviceable due to normal wear and tear conditions in indoor or covered outdoor areas. The term *normal wear and tear* means color or strength loss from normal usage in hospitality exposure conditions, including sunlight.

Damage to fabrics from abnormal usage are not included. Damage from *abnormal usage* includes damage arising from abuse, misuse, vandalism, burns, cuts, punctures, improper installation, use of improper cleaning agents or methods, application of a finish treatment, defects in design or manufacture, inadequate padding, abrasion from other components or furniture, or any use other than normal indoor or covered outdoor function.

Because Thomas Kemp fabrics are treated with Fire Retardant (FR), Repellency and Clean-ability technology, our care and maintenance instructions should be adhered to as closely as possible. Untreated stains and residual cleaning agents will effect the longevity of the fabric's continued performance in FR compliance, Repellency, and Clean-ability. Care and maintenance instructions are provided either digitally, in printed format, or both. They are also provided on our website.

A warranty claim can be initiated by submitting clear photos of the fabric in question, a description of the issue, and a copy of the original invoice. Thomas Kemp reserves the right to request a sample of the fabric and/or inspect the disputed item if required.

In the case where sufficient reason is provided for the fabric becoming unserviceable due to dropping below industry standards from normal wear and tear, Thomas Kemp will supply new fabric free-of-charge. The warranty does not extend to labor for fabrication or installation.