

Upholstery Warranty – LDI Coated Fabrics

We stand behind the quality of our coated fabrics. The following warranty outlines what is covered, what isn't, and how to make a claim if needed. This warranty applies only to the party that purchased the coated fabric products directly from LDI Solutions, LLC (LDI). It does not apply to woven textiles. We are not obliged to negotiate any portion of a warranty claim with any party other than the original purchaser. The purchasing party is responsible for coordinating all corrective measures, including those not covered by this warranty. LDI will have a minimum of 30 days to resolve any significant quality dispute.

Coverage Guarantee

LDI guarantees that its coated fabrics upholstery platforms will meet or exceed accepted industry performance standards for up to three years from the date of purchase in 24/7 environments, provided the products are correctly installed and used under normal conditions.

LDI warrants that its coated fabrics are free from defects in material and workmanship and comply with any written specifications supplied at the time of purchase. We reserve the right to make changes without notice to the design, specifications, and color.

LDI disclaims all other warranties, express or implied, including (but not limited to) warranties of merchantability and fitness for a particular purpose or application. Once our coated fabric products leave production, their performance depends on proper installation, care, and maintenance.

Examples of Conditions Not Covered

The following are examples of conditions not covered under this warranty:

- Application design that increases material vulnerability (e.g., sharp frame edges, insufficient padding at stress points, or use of welt cord in exposed high-abrasion areas).
 - Staining that cannot be removed.
 - Vandalism or intentional damage.
 - Sagging, puddling, or loss of tailored appearance.
 - Post-treatment by the customer or third party (e.g., stain treatments, flame retardants, laminations, or other chemical applications).
 - Installation, maintenance, or repairs that places undue stress on the fabric.
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Chemical Use and Guarantee

LDI understands that infection control protocols in healthcare and other commercial settings may not always align with the LDI Care & Maintenance Guide. These protocols, especially in clinical areas, often result in repeated, concentrated, or improper use of chemical cleaners and disinfectants. LDI guarantees three years of performance for its coated fabrics, even under these conditions, provided that only approved chemical families are used.

- In these cases, warranty coverage applies to the material only. Labor costs will not be covered.
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Labor Reimbursement

If a warranty claim is validated for reasons other than improper chemical use, LDI will cover labor costs as follows:

- Documented out-of-pocket reupholstery labor costs will be reimbursed.
- Labor reimbursement is capped at the original purchase price of the material being replaced.

Exclusive Remedy

This warranty excludes liability for any special, incidental, or consequential damages, including but not limited to lost profits, downtime, or punitive damages. Our exclusive obligation under this warranty, at LDI's option, is to replace the product or issue credit for the amount paid for the product, plus labor costs as described above.

Claims Procedure

If you believe you have a valid warranty claim, please contact the organization from which you purchased the product. LDI can only open an investigation if contacted by the purchasing party.

If you purchased directly from LDI:

- Contact LDI Customer Care at CustomerCare@lditextiles.com or visit www.lditextiles.com to request a claim form.
- Provide original invoice details, photos, a description of the issue, and, if possible, a sample of the material in question to LDI within thirty (30) days of discovering the defect.