Upholstery Chair Warranty

Product: *Upholstered Chair*
Intended Use: *Hotel, Office, Hospitality & Commercial Environments*
Warranty Period: *18 Months from Date of Delivery*
Applies To: *Commercial use only*

1. Commercial Use Coverage

This warranty covers manufacturing defects in materials and workmanship under normal commercial use, including:

- Internal frame construction against structural failure
- Seat cushion cores against excessive loss of support beyond industry standards
- Upholstery seams and stitching due to manufacturing defects
- Assembly and workmanship issues identified during normal commercial operation

2. Cushion Performance Terms

- Cushions are warranted against abnormal sagging or collapse that materially affects seating performance
- Softening of foam over time is expected and not considered a defect
- Cushions must be used, rotated, and maintained in accordance with commercial care guidelines

3. Upholstery Fabric Warranty (Commercial Standard)

• Fabric is covered against manufacturing defects only
• Normal commercial wear such as fading, pilling, wrinkling, or texture change is excluded
• Variations in color, weave, or dye lot are considered acceptable commercial tolerances

4. Exclusions (Commercial Environment)

This warranty does not cover:
• Damage caused by misuse, abuse, vandalism, or negligence
• Stains, burns, cuts, pet damage, or improper cleaning agents
• Wear resulting from traffic exceeding intended commercial seating capacity
• Damage caused by environmental exposure (UV light, moisture, heat, humidity)
• Products altered, repaired, or reupholstered by unauthorized parties

5. Remedy & Resolution

Warranty claims will be resolved by:
• Repair of the defective component
• Replacement of the defective part or product
• Prorated credit toward future replacement

Labor, transportation, removal, and reinstallation costs are not included unless explicitly stated in writing.

6. Claim Submission Requirements

All warranty claims must include:

- Proof of purchase or project documentation
- Photos clearly showing the issue
- Description of use environment (hotel lobby, guest room, office lounge, etc.)

Claims must be submitted within the warranty period to us

7. Warranty Limitations

- Warranty applies only to the original commercial purchaser
- Replacement or repair does not extend the original warranty period
- We are not liable for loss of business,downtime, or consequential damages