

## LDI 3-Year 24/7 Warranty: Upholstery

This warranty applies only to the party that purchased the product from LDI Solutions, LLC. (LDI). We will not negotiate any portion of a warranty claim with any party other than the original purchaser of our product. The purchasing party is responsible for negotiating and coordinating any corrective measures not covered by this warranty.

We guarantee our upholstery fabric will perform in accordance with generally accepted industry standards for up to three years from the date of purchase, providing our products have been properly installed, maintained, and used under normal conditions. LDI warrants that its products are free from defects in material and workmanship and are in compliance with written specifications, if any, LDI has supplied for the products at the time of purchase. We reserve the right to make changes without notice in design, specification, and color.

LDI will have a minimum of 30 days to resolve any significant quality dispute. Our exclusive obligation under this warranty, at our option, is replacing, or issuing credit for the amount paid for the products. We disclaim any warranty of our products, express or implied, except as specifically set forth in this paragraph including, but not limited to, the warranties of merchantability and fitness for a particular purpose or application.

We only control the production of the product and that it meets our specification. How it is applied, cared for and maintained after purchase is beyond our control. Please view the Care and Maintenance and Upholstering Tips sections of our website ([enviroleather.com](http://enviroleather.com)) for suggested best practices.

No other statement, description or promise of any kind constitutes a warranty. Under no circumstances will LDI be liable for any damages or loss (including, without limitation, direct, consequential, economic, indirect, down time, or other damages) under any theory of liability, except for replacing, or issuing credit for the products. LDI is not obligated or liable to pay for any transportation, labor, or installation costs of replacement material.

### SPECIAL WARRANTY EXCEPTION FOR CLEANING AND DISINFECTION

LDI understands that current cleaning and disinfecting protocol at health systems throughout the world do not match the LDI suggested Care and Maintenance Instructions. Healthcare infection control practices often make adherence to these instructions impractical. LDI's position is that hard surface disinfectants are not designed for soft surfaces such as upholstery. These harsh chemicals will shorten the useful lifespan of upholstery material. However, LDI guarantees against peeling, cracking and delamination caused by approved cleaners and disinfectants that are part of the facility's cleaning protocol for 3 years from the date of purchase. If the product fails to conform to this Special Warranty Exception, then LDI will replace the product and issue a credit memo to help cover some of your documented out-of-pocket labor costs incurred to re-upholster the end use product. However, any such credit memo for labor costs shall not exceed forty-five dollars (\$45) per linear yard for each linear yard of product replaced.

Effective with Purchases as of 11/01/2018