

# BRENTANO™

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## BRENTANO WARRANTY INFORMATION:

All Brentano products come with a one (1) year guarantee that they will perform to the stated testing standards of each given product under normal conditions, while being given proper maintenance (see specific care instructions) and provided Brentano fabrics have been used for the purpose they were intended.

In addition, Brentano indoor/outdoor solution dyed fabrics offer a three (3) year no-fade guarantee from the date of purchase. While suitable for exterior use, all Brentano indoor/outdoor fabrics still need to be properly maintained (see specific care instructions) and the warranty does not cover staining caused by normal use, environmental degradation or weather soiling.

Regardless of type of fabric, Brentano's warranty limits our responsibility for approved claims to the replacement of the fabric and does not apply to labor costs or replacement of non-Brentano materials. The warranty does not cover the following:

- Installation contrary to Brentano's guidelines
- Damaged caused by mold or mildew
- Improper use or maintenance
- Improper storage or handling
- Reverse crocking
- Damages or issues with a final product unrelated to a Brentano product defect

Similarly, any finishes or additional processing applied by a third party to any of our fabrics automatically voids Brentano's warranty.

Brentano's warranty is non-transferable and non-assignable.

### CLAIMS AND RETURNS:

All warranty claims for defects must be filed in writing within 5 business days of receiving fabric and must be accompanied by photographs of the claimed defect(s).

If the claim is for defects in yardage totaling less than 5 yards (10 yards for international claims) Brentano will automatically ship replacement fabric to the client.

If the claim is for defects totaling more than 5 yards (ten yards for international claims) then the fabric must be returned to Brentano for inspection before a replacement fabric is sent. Brentano will issue an RA number and the fabric may be returned on Brentano's UPS account.

In the event the fabric is deemed not to be defective the client shall be responsible for shipping both to Brentano and back again. Should the claim be upheld Brentano will cover the cost of shipping the defective fabric back to Brentano from the client and the cost of shipping the replacement fabric back to the client. Shipping covered by Brentano on approved claims will be sent the same method as originally specified by the customer.

If the client wishes to expedite the process they may, at their expense, re-order fabric that can be shipped before the claim process is complete. Should the original claim be upheld Brentano will refund the cost of the replacement order including any applicable shipping, freight, duties and taxes.

**BRENTANO WILL NOT ACCEPT ANY CLAIMS ON CUT YARDAGE OR YARDAGE THAT HAS UNDERGONE ADDITIONAL PROCESSING BY A THIRD PARTY.**

