

10-Year Service Warranty for business clients (B2B)

Upholstery fabrics

Kvadrat textiles are produced to professional standards and in consideration of the environment. Our proven and reliable manufacturing techniques ensure that we provide our clients with high quality textiles that have excellent properties.

All Kvadrat textiles are tested by independent bodies to ensure the textiles will meet the specific requirements for contract textiles, such as abrasion resistance, light fastness and low flammability.

For business clients, all Kvadrat upholstery fabrics come with a 10-year service warranty. Under this warranty, we shall replace those fabrics that we have accepted as being faulty in accordance with the terms and conditions of our warranty.

Where we have accepted claims in accordance with the terms and conditions of our warranty, and where such claims are made within two years from the date of the invoice, Kvadrat shall replace the fabric without charging any cost to the client. Starting with the third year from the date of the invoice, Kvadrat reserves the right to charge 10% of the invoiced value for each year of use, meaning that Kvadrat shall charge 30% of the original value of the goods for claims filed in the third year from the date of the invoice. After that, this charge will increase by 10% per year (e.g. 30% per metre after three years of use; 50% per metre after 5 years of use etc.). Statutory warranties and/or claims shall remain unaffected.

Claims under warranty shall be accepted under the following conditions:

The upholstery fabric was used under normal conditions at the workplace or in private areas, i.e. as a rule for a maximum of 9 hours daily.

The upholstery fabric was used in accordance with its properties, i.e. in accordance with its Martindale Standard classification.

The upholstery fabric was regularly and carefully cleaned by Kvadrat in accordance with the respective instructions for care.*

The upholstery fabric was used for padding that does not have any sharp edges.

The foam used for padding must retain its shape for a minimum duration of 10 years.

Excluded from this warranty are:

Wear and tear in limited areas of the upholstery fabric caused, for example, by sharp objects such as car keys or caused by staining.

Any furniture padding with sharp edges.

Any other improper handling of the upholstery fabric.

Any other cost incurred directly or indirectly with the claims made, for example cost for upholstering.

Our experts are here to assist you

If you have an issue with any of our textiles, then please contact our sales department. We will be more than happy to help you.

This service warranty shall be governed by Danish law to the exclusion of the UN Convention on Contracts for the International Sale of Goods.

For any and all disputes arising in connection with this warranty, the competent court of first instance shall be Københavns Byret in Copenhagen, Denmark.

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