

Loftwall Terms & Conditions

Warranty

Limited Lifetime to original purchaser; products made after 06.01.2009. (p1)

Claim Windows

Visible damage: 5 business days. Concealed damage: 30 days. (p3)

Returns

RMA required; original or equivalent packaging. (p2 & p4)

Cancellations

Standard: 24 hrs no penalty; after 24 hrs 50% restock if not shipped. Custom: no cancellation after 24 hrs. (p4)

Freight

FOB Loftwall factory; carrier delays not liable; added services billed. (p3)

Payments

Dealers: \$10,000 credit limit, Net 15; 1.5% monthly service on overdue; 3% credit card surcharge (excludes Contract Orders). (p5)

Limited Lifetime Warranty

A Limited Lifetime Warranty applies to Loftwall products manufactured after June 1, 2009. This warranty is provided exclusively to the original purchaser and remains valid as long as the product is owned by that purchaser.

Coverage

The warranty covers defects in materials and craftsmanship found during normal usage of the product under the original purchaser's ownership.

Should a defect occur:

- Written notice of the defect must be provided to Loftwall within the warranty period.
- Loftwall, at its discretion, will either repair or replace the defective product with a comparable component or product.

Defective products must be returned at the discretion of Loftwall. All returns require prior written authorization, including a Return Materials Authorization (RMA) number. Freight charges for defective products and parts will be covered by Loftwall within the contiguous U.S., using a shipping method of Loftwall's choosing. Labor charges may be reimbursed within the limits outlined below. Any costs exceeding those limits require Loftwall's prior written approval.

Exclusions

This warranty does not apply to:

- Damage caused by normal wear and tear, user abuse, improper maintenance, or unintended use.
- Damage caused by alterations or modifications made by a carrier or third party not expressly authorized by Loftwall.
- Products not installed or used as recommended by Loftwall.
- Products made with "Customer's Own Material" (materials supplied by the customer that are not part of Loftwall's standard offerings).
- Exposure to moisture, heat, chemicals, or sunlight.
- Variations in color, grain, or texture except within commercially acceptable standards.

Additionally, any damage caused during installation, improper handling, or failure to follow Loftwall's written guidelines and recommendations is excluded from warranty claims.

Limitations

Loftwall products are not designed to be load-bearing or leaned against. While products are tested for reasonable tipping expectations, users should not rely on Loftwall products to bear weight for any reason, regardless of the mounting or anchoring method used.

Travel and Labor Reimbursement Limitations

To support timely service while controlling costs, Loftwall will reimburse warranty or customer-satisfaction service work within the limits below. Any expenses beyond these limits require Loftwall's prior written approval.

Cost Category	Limit
Travel allowance	\$0.70 per mile, up to 120 miles round-trip
On-site time cap (per visit)	30 minutes per affected product
Aggregate time cap	4 hours total per warranty or customer-satisfaction issue
Hourly labor rate	Max billable \$50/hour

Note: All mileage and time must be documented on the service invoice.

Product-Specific Installation Guidance – Arbor Panels

For optimal long-term performance when stacking Arbor panels vertically, use spacers between panels to interrupt seams and maintain alignment.

Applies when

- Overall installation height exceeds 10 ft, or
- Continuous run width exceeds 12 ft

Guidance

- Insert spacers at each panel-to-panel joint in vertical stacks.
- Confirm consistent reveals to reduce pattern creep and seam migration.
- Omission of spacers may result in misalignment and is not covered under warranty.

Claim Process

To initiate a warranty claim, the customer must:

- Contact Loftwall with a detailed description of the defect, including photographic evidence if possible.
- Obtain a Return Materials Authorization (RMA) number before shipping any product back to Loftwall.
- Return the product in original packaging or equivalent, as inadequate packaging may void the warranty.

Freight & Delivery

Freight Terms

Products are shipped unassembled, FOB Loftwall's factory. Loftwall cannot guarantee timeliness of freight carrier shipments but will do everything possible to monitor, communicate, and meet customer expectations. Freight delays will not be expedited at Loftwall's expense, nor is Loftwall liable for any loss of effective business caused by such delays. Loftwall shall not be held liable for delays caused by strikes, catastrophes, wars, riots, or any other causes beyond its reasonable control.

Additional Expenses

Additional expenses may be debited from the customer account and billed on a separate invoice as "shipping/handling." Examples include inside delivery, re-delivery attempts, residential delivery, and lift-gate requirements, all of which have variable charges.

Inspection Requirements

Visible Damage: Customers must inspect all shipments for visible damage upon delivery and within five (5) business days of receipt. Any visible damage, including damages caused by the freight carrier, must be clearly documented on the delivery receipt at the time of delivery.

- Notify Loftwall immediately of any visible damage.
- Retain all original packaging and materials in the condition they were received, as inspection by the freight carrier may be required to process claims.

Failure to notify Loftwall of visible damage within five (5) business days will result in the customer's acceptance of the product as delivered, and future claims for visible damage will be waived.

Concealed Damage: Concealed damage (damage not visible upon delivery) must be reported to Loftwall within thirty (30) days of receipt of the shipment.

- Notify Loftwall immediately of any concealed damage.
- Retain all original packaging and materials in the condition they were received, as inspection by the freight carrier may be required to process claims.
- Obtain a Return Materials Authorization (RMA) number from Loftwall before returning any products.
- Return the product in original packaging or equivalent, as inadequate packaging may void the warranty.

Loftwall will review the claim and provide guidance on the repair or replacement process. Products deemed ineligible under the warranty will not be repaired or replaced at Loftwall's expense.

Additional Notes: The Limited Lifetime Warranty applies only to Loftwall products and excludes any consequential or incidental damages, including but not limited to loss of profits, business interruptions, or costs associated with product removal and reinstallation.

Order Updates

Order Changes

All requests for changes to an order must be submitted in writing. Loftwall will make every reasonable effort to accommodate changes; however:

- Approved changes may result in a revised scheduled ship date.
- Additional charges may apply for materials, labor, or rework.

Changes requested after production has begun may not be possible to implement.

Customers will be informed if their requested changes are feasible and any associated costs.

Order Cancellations and Returns

Loftwall rapidly manufactures most products, making cancellation windows limited.

Standard Products:

- Orders may be canceled within 24 hours without penalty.
- After 24 hours, cancellations are subject to a 50% restocking fee, provided the product has not left Loftwall's facility.

Custom Products:

- Custom products cannot be canceled after 24 hours from the time of order placement.

Orders Approved for Return

Returns must be pre-approved and authorized with a Return Materials Authorization (RMA) number issued by Loftwall. Returned products must be packaged as they were originally received.

- Customers are responsible for return freight charges unless otherwise specified on the RMA.
- Products will be inspected upon return. Any additional damage caused during transit due to improper packaging will be the responsibility of the customer.

Returned standard products are subject to a 50% restocking fee, while custom products are ineligible for returns or refunds.

Order Acknowledgements

All orders are acknowledged as Loftwall interprets them, and acknowledgments are sent via email. It is the customer's responsibility to review the acknowledgment for accuracy and notify Loftwall of any discrepancies within 24 hours.

- If Loftwall does not receive a signed approval sheet or notification of changes within 24 hours, the order will proceed as acknowledged, and Loftwall will not be liable for any resulting errors, including product details, shipping locations, or firm ship dates.

Claims for concealed damage made after thirty (30) days will not be accepted by Loftwall and will be the sole responsibility of the customer.

Order Payments

Payment Terms

Orders placed by authorized Loftwall furniture dealerships are automatically granted a \$10,000 credit limit with Net 15 terms. Any orders exceeding this limit may require prepayment.

- For non-dealer customers or accounts without established credit, full payment in advance is required before production begins.
- Credit terms beyond \$10,000 may be requested by customers who have made timely payments on three Loftwall orders within a fiscal year. Credit approval may take up to 20 business days.

Outstanding Payments

Payment is due upon receipt of the invoice or according to the credit terms agreed with Loftwall.

Accounts with unpaid balances may incur:

- A 1.5% monthly service charge on overdue amounts.
- Delays in production, shipment, or release of completed orders until payment is received.

Loftwall reserves the right to review, change, or cancel credit terms at any time and may request advance payment for future orders.

Credit Card Payments

A surcharge of 3% will be applied to all transactions made using credit cards (excluding Contract Orders). Debit card transactions are not subject to the surcharge. Additionally, the \$5,000 limit to credit card transactions does not apply. As always, we have no-charge payment options via ACH or check.

Contact

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