

Warranty Policy

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:

1. Written notice of the defect must be provided to Loftwall within the warranty period.
2. 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 48 contiguous United States, using a shipping method of Loftwall's choosing. Loftwall assumes no responsibility for labor charges related to the repair, replacement, or reinstallation of products.

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.

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 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 that are 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.

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 understand, 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 of additional expenses 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 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.

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 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.

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

Loftwall limits credit card payments to \$5,000 per order to maintain reasonable pricing for all customers. For orders exceeding \$5,000:

- A 3% convenience fee will be automatically applied.
- Customers wishing to pay by credit card for orders over \$5,000 should contact Loftwall directly at 214-239-3162.