

### LIMITED WARRANTY STATEMENT

Veteran Company guarantees that its coated fabrics meet the technical specifications in effect at the time of production. When used under normal conditions, maintained properly, and applied for their intended purposes, our products are expected to perform in accordance with established industry standards.

This limited warranty is valid for five (5) years from the original delivery date and is only applicable to product lines where warranty coverage is explicitly indicated. It is non-transferable and limited to the original purchaser. Use inconsistent with Veteran's official Care & Cleaning Guide may result in forfeiture of warranty coverage.

### WARRANTY COVERAGE

Should a manufacturing defect be identified within the warranty period and verified by Veteran Company, we will compensate the material value based on a depreciation model: 20% reduction per year (i.e., 20% after one year, 40% after two years, etc.).

This warranty applies only to the material cost. It does not extend to labor, installation, removal, transport, upholstery, or other associated expenses.

### FILING A WARRANTY CLAIM

1. Notify Veteran Company in writing within 30 days of noticing the defect.
2. Include a copy of the original invoice with purchase date, item name, and quantity.
3. Do not discard or modify the material while the claim is under review.
4. Provide details: installation environment, problem description, photos/videos, and invoice number from the fabric's reverse side.
5. Receive a Return Authorization before returning any product.
6. We reserve the right to inspect the product or rely on submitted documentation before making a final determination.
7. We will begin processing your claim upon receipt of all required materials and will inform you once an outcome has been determined.

### LIMITATION OF LIABILITY

This limited warranty represents the exclusive remedy available from Veteran Company. We are not responsible for any indirect, incidental, or consequential damages such as lost revenue, production delays, or third-party claims—even if we have been informed of potential loss.

Only written warranties explicitly issued by Veteran apply. No agent, distributor, or third party may modify or extend these terms.

### DISCLAIMER

Except as clearly stated herein, Veteran Company disclaims all other warranties, including implied warranties of merchantability or fitness for a specific purpose. No oral or written representation by third parties may supersede this warranty.

### WHAT IS NOT COVERED

- Improper application, abuse, or misuse of the material.
- Contamination from clothing dyes, cosmetics, oils, or other staining agents.
- Use of unapproved cleaners or failure to follow the Care & Cleaning Guide.
- Environmental damage (e.g., excessive UV, humidity, or heat).
- Third-party alterations, modifications, or repairs.
- Use of incompatible adhesives or mounting components.
- Stains caused by microbes or mold unless stated otherwise.
- Batch-to-batch color variations deemed commercially acceptable.
- Natural disasters or accidents outside normal use.
- Claims without valid proof of purchase or documentation.