

GENERAL INFORMATION



TERMS AND CONDITIONS

All prices contained herein are contract net prices in United States Dollars. There will be an export document charge for all Canadian and International shipments. Regular terms for customers with accounts are Net 30 days from date of invoice. All invoices are dated the day of shipment. Regular terms do not apply to special pricing. All prices shown on our website at arc-com.com are subject to change. All merchandise is shipped F.O.B. Orangeburg, or processing points. Applicable sales tax will be charged unless a resale certificate is on file at Arc-Com for the "ship to" state. No discounts are allowed on freight charges. Late payment charges of 1 ½% per month, 18% per annum or the highest amount allowable by law will be applied to past due accounts. To open a Net 30 Account, request an application from our Credit Department via email at creditdepartment@arc-com.com. If an open account has not been established, Proforma or CBD payment will be required for all orders. Deposits placed against purchase orders requiring partial shipments, will be applied proportionately to each shipment. Shipments requiring a specific delivery release schedule will be billed according to Arc-Com's policy of billing fabric as ready, regardless of when the shipment is released. No order will be accepted for less than one yard per pattern number. For orders other than cut yardage, Arc-Com reserves the right, within reasonable tolerances and in accordance with industry standards, to ship bolts closest in yardage to the actual purchase order requirement. Arc-Com will ship and charge for freight unless a customer specifically instructs us to ship on a specified, valid FEDEX or UPS account. All orders are subject to handling fees and certain products are subject to tariff charges. Arc-Com products are intended for use in the contract furnishings industry and not intended for use in the apparel industry. Textiles purchased to ship outside the United States may be subject to duty and taxes. Please contact Customer Service for additional information.

APPLICABLE LAWS

Arc-Com manufacturers and tests products for industry applicable standards and fire codes. Test results are available upon your request through our Customer Service Department. They may be used as guidelines for specifying individual products, but in no case should they be considered a guarantee.

If a test, standard or law on a federal, state, local or international level is required other than those that are listed as a part of the specifications outlined on our website or on the product tag, you must advise us of the specific statute either before specifying it or by listing it on your purchase order under each individual line item so that we may test to see that the product complies. Additionally, we may be able to comply with your requirements using additional processes. In any case, we will confirm our results in written form.

QUALITY CONTROL

Arc-Com examines all products. Manufacturers and fabricators should examine fabrics carefully before cutting to verify correct pattern, color and yardage. Arc-Com will not be responsible for any claim if fabric is cut. All Quality Control claims will be handled on an individual basis. Arc-Com sells its products without the knowledge of its end use and does not accept claims for any labor charges. Color samples must accompany purchase orders if a color match is requested. Arc-Com will advise as to its ability to comply. Variation in color cannot be avoided, as no two color lots are exactly the same. Arc-Com, as customary to the industry, reserves the right to substitute an alternate component having similar characteristics, without notice, if a raw material is unavailable for production.

WARRANTY

Arc-Com warrants that its products are manufactured in accordance with the Textile Fiber Products Identification Act. Arc-Com products meet or exceed the industry standards as defined by the Association for Contract Textile Guidelines (ACT). Our warranty is given expressly and in lieu of any and all other warranties either expressed or implied, including the warranties of merchantability and fitness for a particular purpose. **For detailed warranty information, please visit our website at www.arc-com.com.**

RETURNS

Requests to return fabric must be approved by Arc-Com. All returns are at the sole discretion of Arc-Com. Products approved for return will be issued a Return Authorization Number. A 35% restocking fee will be applied. For textiles, no orders of less than ten (10) yards will be accepted for return. For wallcoverings, no orders less than full pieces will be accepted for return. No return will be accepted on merchandise that has been cut, processed, or marked in any way. Fabric must be rolled on a tube as originally shipped. Special order fabric not regularly carried in stock may not be returned. All returns must be prepaid and include a return authorization number on the shipping label. No returns will be authorized beyond 60 days from date of shipment. Authorized returns must be received no later than 30 days from date of issue of a Return Authorization. Return Authorizations automatically expire 30 days from the date of issue.

CANCELLATION

Requests to cancel purchase orders must be made in writing. Each request will be considered on its own merit. Cancellations are not automatic and are valid only upon issuance of a cancellation number. Requests to place an existing order "on hold" are valid only upon issuance of an "on hold" authorization number.

PLACING AN ORDER

To place an order, check stock or obtain additional information please contact your local Account Manager or Customer Service at 800-223-5466. Please include product name and number, color name and number, yardage requirement, name of firm originating specification and bill to and ship to address on all orders. This information can be sent to your local showroom or Arc-Com Headquarters at orders@arc-com.com. On multi-line purchase orders, we will release those items that are in stock for shipment unless the P.O. specifies one complete shipment.

CREDIT CARDS

Arc-Com accepts Visa, MasterCard and American Express. For additional information please contact our Credit Department at 800-223-5466 or creditdepartment@arc-com.com.

RESERVES

Reserves may be placed on product to assure prompt delivery. Reserves will be held for a maximum of five (5) business days and may be extended on the fifth day for an additional five (5) business days.




SAMPLES

All samples remain the property of Arc-Com. Arc-Com reserves the right to update sample libraries or remove samples without prior notice.

REPEATS / RAILROADED

Pattern repeats vary and are approximate. To avoid possible shortages, allowances should be made for all patterns with a repeat.



When  is displayed, it indicates that the pattern may be applied either vertically or horizontally. Example: If a stripe is woven side to side across the 54 inch width of a fabric, when  is affixed to it, it is a designation that the stripe is displayed and ticketed as a vertical stripe. When a jacquard pattern has  affixed it designates that the pattern is woven horizontally but ticketed and displayed as a vertical. When ordering fabric, instructions should accompany your order to the manufacturer as to the choice of direction of an application.

COPYRIGHTED DESIGNS

Arc-Com's designs are all copyrighted under U.S. and International copyright laws.

GSA SCHEDULE

All drapery, privacy curtains, print and bedspread fabrics are available on GSA schedule. For information on how to specify our products on schedule, please contact our GSA administrator at our Orangeburg Headquarters location.

PRIMARY USAGE/WALLCOVERING APPLICATIONS

Certain fabrics have been designed for multiple uses. Additional finishes may be required if the intended use of the fabric is not consistent with the primary use as designated herein. It is the purchaser's responsibility to determine code compliance for products used in any way other than the primary use as designated herein. With the exception of the wallcovering line, purchase orders for any products ordered for wall application, must be placed in writing and boldly marked **"FOR WALLCOVERING APPLICATION"**. Arc-Com bears no responsibility for improperly marked purchase orders. Any problems arising from an improperly marked order for either product or labor will be the responsibility of the purchaser. To prevent potential installation problems, wallcovering applications should be reviewed with the installing contractor and your Arc-Com Account Manager prior to purchasing textiles. No credit memorandum will be issued for claims against product unless the Quality Control Department has examined the fabric and has determined a product defect exists.

TECHNICAL INFORMATION

Fire code information is available in the form of a letter of certification from Arc-Com or certified test data from an independent testing facility. Test results are provided by Arc-Com solely as a guideline and are not to be construed as a guarantee. As test procedures and requirements may change, published test information may be invalid. For additional testing from an independent testing laboratory regarding a specific style number contact Customer Service. A purchase order will be required prior to testing and a fee will be quoted and charges applied.

Textile products, both natural and synthetic, are often treated during the spinning, dyeing, weaving and finishing processes. Proper consideration should be given to the general conditions relating to heat, humidity and ventilation waiting period necessary to aerate products before they are installed at the final destination.

Arc-Com products are sold without its knowledge of the end use or installation. Test results are provided by Arc-Com solely as a guideline and no guarantee or representations of any kind are made in such regard. If the intended application of product requires a specific test result, it may be possible for Arc-Com to provide a product that achieves the required test results. It is the purchaser's responsibility to advise Arc-Com in writing of any specific performance requirements at the time the order is placed. Contact Customer Service for further information.

SEATING COM APPROVALS

Arc-Com's fabrics are pre-approved for application on many furniture manufacturers' seating styles including a wide range of Steelcase, Haworth and Herman Miller products. A complete list of approvals is available by request from our Customer Service Department. Although Arc-Com continually updates this information, we recommend you verify COM approvals at the time of specification as these approvals are subject to change. Additional Arc-Com textiles can be tested at your request. Please contact your local Account Manager or our Customer Service Department.

Arc-Com textiles are also available through grade-in programs with various furniture manufacturers. Some of these manufacturers provide fabric cards with selected Arc-Com upholstery fabrics for your convenience and ease in specifying. A complete list of participating furniture manufacturers is available by request from our Customer Service Department. Manufacturers' cards featuring Arc-Com can be obtained from participating furniture suppliers.

SYSTEMS COM APPROVALS

Arc-Com panel fabrics are pre-approved for application on numerous manufacturers' furniture systems. A complete list of approvals is available by request from our Customer Service Department. Although Arc-Com continually updates this information, we recommend you verify COM approvals at the time of specification as these approvals are subject to change. Additional Arc-Com textiles can be tested at your request. Please contact your local Account Manager or our Customer Service Department with project name and all pertinent information.

UPHOLSTERY CLEANING

There are a variety of commercial chemical cleaners available on the market which should be scrutinized carefully as they may not be appropriate for woven textiles or coated products such as vinyl and polyurethane.

These products may come in liquid, wipes and spray bottles and may have some immediate positive results, however, over time there may be a filmy build up of the chemical and degradation of the product. This may not be apparent from your initial applications.

Please refer to the instructions of the manufacturers and note that many of these chemicals should be avoided on porous, soft surfaces. Refer to arc-com.com for product specific cleaning instructions.