

Wooden Furniture Warranty

Thank you for choosing [Wayfair] wooden furniture products and completing your purchase through the Wayfair platform. To protect your legitimate rights and interests, we hereby provide this warranty commitment, clarifying the warranty scope, duration and related terms. Please read it carefully.

I. Warranty Scope and Applicable Objects

1. Applicable Products: This warranty only applies to wooden furniture products bearing the official [Your Brand Name] logo purchased through the Wayfair platform, including but not limited to wooden tables, chairs, cabinets, bookshelves, bed frames, etc. (hereinafter referred to as "Products"). The purchase certificate (such as Wayfair order screenshot, invoice, etc.) is an important basis for enjoying the warranty service, so please keep it properly.

2. Warranty Scope: Under normal use conditions, the product has structural damage (such as broken table legs, cabinet deformation that cannot be closed, loose and falling mortise and tenon structure), surface coating cracking (not caused by man-made collision), and functional failure of hardware accessories (such as hinges, slides, screws, handles, etc., limited to the original accessories of the product) due to its own material defects and production process problems. All such issues are covered by the warranty.

3. Non-Warranty Scope: The following situations are not covered by the warranty, and we will not provide warranty services:

- Damage caused by human factors, such as impact, scratches, heavy object rolling, unauthorized disassembly and modification, improper use (such as using a desk to bear heavy objects exceeding the specified weight), etc.;
- Damage caused by natural environmental factors, such as wood cracking and fading due to long-term exposure to the sun, mildew caused by humid environment, moth infestation (not carried by the product when it leaves the factory), etc.;
- Wear and tear of the product during normal use, such as slight scratches on the surface, normal oxidation of hardware parts, slight shrinkage of wood (without affecting the structure and use), etc.;
- No valid purchase certificate, the information on the purchase certificate does not match the product, or the product logo is altered or damaged;
- Products of our brand not purchased through official Wayfair channels, or second-hand resold products.

II. Warranty Period

1. **Core Structure Warranty:** The main wooden structure of the product (such as frame, load-bearing components) is warranted for 90 days from the date of purchase;
2. **Surface Coating Warranty:** The surface coating of the product (such as paint, wood wax oil) is warranted for 90 days from the date of purchase;
3. **Hardware Accessories Warranty:** The original hardware accessories of the product (such as hinges, slides, screws, handles, etc.) are warranted for 90 days from the date of purchase;
4. **Commencement Date of Warranty Period:** It shall be based on the actual payment completion date shown in the Wayfair order. If the order date is inconsistent with the invoice date, the earlier date shall prevail.

III. Warranty Service Methods

When the product has problems within the warranty scope, you can apply for warranty service through the following methods:

1. **Application Channel:** Please submit a warranty application through the "Contact Seller" function on the Wayfair order page, or send an email directly to [Your Official Customer Service Email]. The email subject should be marked as "Wayfair Warranty Application + Order Number + Product Name";
2. **Application Materials:** You need to provide a screenshot of the Wayfair order (including order number, purchase date, product information), clear photos or videos of the damaged part of the product (which can clearly show the damage and product logo), your name, contact information and delivery address;
3. **Review and Processing:** We will complete the review within [3-5] working days after receiving your application, and inform you of the review result through Wayfair platform message or email. After the review is approved, the following service methods will be provided according to the damage:
 - **Accessory Replacement:** If only the hardware accessories are damaged, we will mail the suitable original accessories for free and provide detailed replacement and installation guidance;
 - **Maintenance Service:** If there is a problem with the main structure or coating of the product and it can be solved by maintenance, we will arrange professional maintenance personnel to provide on-site maintenance (limited to [designated service areas, such as major areas of the North American continent]. For remote areas, you may need to send the product to the designated maintenance point, and we will bear the round-trip freight);
 - **Return and Exchange Processing:** If the product is severely damaged and cannot be repaired, or cannot be restored to normal use after repair, and is within the return and exchange period specified by the Wayfair platform, we will handle the return and exchange for you in accordance with the platform rules; if it exceeds the platform's return and exchange period, with the consent of both parties, we can provide equivalent replacement or reasonable maintenance compensation.

IV. Limitation of Warranty Liability

1. This warranty service only covers the quality problems of the product itself, and does not bear other indirect losses caused by product damage, such as service interruption loss, data loss, third-party property loss, etc.;
2. If you entrust a third party to repair or modify the product without our permission, you will be deemed to have automatically waived the warranty right;
3. During the warranty service process, we only handle the damaged parts within the warranty scope, and do not undertake the repair of other non-warranty losses of the product;
4. We do not assume warranty liability for product damage caused by force majeure (such as earthquakes, fires, floods and other natural disasters).

V. Other Instructions

1. This warranty is our core service commitment to consumers, and its terms do not affect other legal rights and interests that consumers are entitled to in accordance with relevant laws and regulations;