

Warranty Policy

LIMITED WARRANTY

The manufacturer warrants this product to be free from defects in workmanship and materials, under normal residential use and conditions, for a period of 30 days for the original invoice date.

- This warranty is a limited warranty and applies to the original purchase.
- This is a residential warranty and does not apply to commercial use.
- This collection carries a (30) days limited warranty and is valid from the original date of purchase. (Proof of purchase required).

WHAT IS COVERED

- We warrant the frame to be free of manufacturing defects to the original purchaser for 30 days.
- Any defects in materials used to manufacture your product.
- Any defects in workmanship under normal use.
- Any broken components under normal use.

WHAT IS NOT COVERED

- Any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial use.
- Any condition resulting from incorrect or inadequate maintenance or care.
- Damage resulting from misuse, abuse, negligence, accidents or shipping damage.
- Dissatisfaction due to buyer's remorse.
- Normal wear, tear or scratch.
- Damages incurred during transportation.
- Damages incurred during assembly or maintenance.
- Any used, previously displayed items.
- This warranty does not cover commercial use, hardware, acts of nature, fire, freezing, and abuse.
- In addition, purchased parts are not covered under this warranty.
- We reserve the right to make substitutions with similar merchandise if the model in question is no longer in production.

All warranty claims must be filed by the consumer to the retailer of this product, who in turn is to contact the manufacturer regarding any warranty return or replacement. We will not handle claims from the consumer directly.

Please retain invoices for a minimum of one year for warranty purposes.

CLAIM PROCEDURES

- Claims for defective merchandise must be made within 30 days from the invoice date.
- Claims for missing parts must be made within 30 calendar days after the merchandise is received.
- Any claim for defective merchandise returns must be packed in original packaging.
- We reserve the right to specify that items be returned to the original warehouse for inspection or be inspected by our representative in the field.
- Pictures are required to claim defective merchandise, along with a copy of the original invoice.
- If the claim is justified, the item(s) or part(s) will be repaired or replaced or a credit will be issued.
- Claim within 30 days after receiving the merchandise whether replacement or refund is available, while claim beyond 30 days, only replacement is available.

- It is our policy to replace parts whenever possible.

AUTHORIZATION

As a supplier, we guarantee our 30 days, and any case that applies to this policy will be handled properly.