COMMERCIAL LIMITED WARRANTY

Decorative Figurine Series

Product Category Figurine

Warranty Period One (1) Year Limited Commercial Warranty

Coverage Defects in Material, Workmanship, and Finish

Applicability Commercial Installations and Commercial Display Environments (Hotels, Multi-family Housing, Resorts, Spas, Retail, Offices, and Similar Settings)

This commercial warranty is extended strictly to the original commercial purchaser and is non-transferable. It applies to products purchased and installed or displayed within North America for business and commercial applications.

1. Warranty Coverage Details

Figurine Structure & Craftsmanship: The manufacturer warrants this decorative figurine to be free from defects in material and workmanship during normal commercial use for a period of one (1) year from the original date of purchase.

If a defect is found under normal commercial application, the manufacturer will, at its election, repair, provide a replacement part or product, or make an appropriate adjustment. Proof of purchase (original sales receipt or Wayfair order confirmation) must be provided to the manufacturer with all warranty claims.

2. What Is Covered

- Figurine Body & Structure: Structural defects, cracks, breaks, or manufacturing defects resulting from defective materials or workmanship under normal intended use.
- Surface Finish: Peeling, flaking, or cracking of the decorative finish when the product is maintained according to the standard care instructions provided.
- Decorative Components: Functional or structural defects of included decorative components resulting from manufacturing defects.

3. What Is NOT Covered

- Improper installation or placement, neglect, accident, misuse, abuse, alteration, or lack of proper maintenance.
- Labor charges, installation costs, or any other incidental or consequential costs incurred during removal, repair, or replacement.
- Damage caused by impact, dropping, excessive force, moisture exposure beyond the product's intended environment, or improper storage.
- Exposure to aggressive chemical cleansers, abrasive pads, corrosive environments, or industrial solvents. Clean using a soft damp cloth and mild soap.
- Normal wear and tear from high-traffic commercial use that does not affect the product's intended decorative function.

4. Warranty Performance & Remedy

Upon verification of a valid claim, the manufacturer will ship replacement parts or a complete replacement product at no charge via standard ground shipping. The manufacturer is not responsible for any labor charges or damages associated with installation, repair, or replacement, nor for any indirect, incidental, or consequential damages, losses, or costs. In no event shall the liability of the manufacturer exceed the purchase price of the product.

5. How to Submit a Claim

To file a warranty claim, please contact our Customer Support Department directly through your Wayfair account or via the authorized dealer channel. Please ensure you have the following information prepared to expedite the process:

- Your Wayfair Order ID number / Purchase Invoice.
- Clear photographs and/or a brief video clip demonstrating the defect or damage.
- A brief description of the commercial display or installation environment and the nature of the defect.

Professional Installation Notice: This decorative figurine does not require plumbing, electrical, or professional installation. Place and use the product only in accordance with the product care and safety instructions.