

Thank you for choosing a **Palace Imports** product.

You complete satisfaction is our top priority.

Customer Service and Warranty Information

Warranty Assistance

For all warranty inquiries or service requests, do not contact the place of purchase. Please reach out directly to Palace Imports, Inc. Customer Service at info@palaceimportsinc.com or visit www.palaceimportsinc.com for instructions on filing a claim or obtaining replacement parts.

Warranty Coverage

Palace Imports, Inc. warrants its products to be free from defects in materials and workmanship under normal residential use for a period of one (1) year from the original date of purchase. A "defect" is defined as a flaw or condition that materially impairs the normal use or function of the product.

This limited warranty is restricted to the replacement of defective parts or components only and does not cover color or finish variations resulting from normal manufacturing changes.

Warranty Limitations

This warranty applies exclusively to products used indoors in residential settings. It does not cover:

- Products used outdoors, commercially, or institutionally
- Damage due to improper assembly, modification, misuse, abuse, or accidents
- Exposure to moisture, extreme temperatures, or environmental conditions
- Normal wear and tear, scratches, or stains
- Labor, assembly, transportation, or installation costs related to repairs or replacements

This warranty is non-transferable and applies only to the original purchaser.

Additional Terms

The company is not liable for incidental or consequential damages, including loss of use or time. This warranty grants specific legal rights, which may vary by state.

