

LIMITED WARRANTY STATEMENT

COVERAGE TYPE	One (1) Year Limited Consumer Warranty
EFFECTIVE DURATION	365 Days from Original Date of Retail Delivery
ADMINISTRATOR & CONTACT	CAI (FINLEY-S-MILLER@OUTLOOK.COM)

SECTION 1: GENERAL TERMS AND COVERAGE OVERVIEW

This Limited Warranty (hereinafter referred to as the "Warranty") is non-transferable and extended exclusively by the manufacturer ("Seller") to the original end-user purchaser ("Customer") of the accompanying product ("Product"). By purchasing, accepting, or utilizing this Product, the Customer expressly agrees to be bound by all terms, conditions, disclaimers, operational prerequisites, and liability limitations contained herein.

Subject strictly to the complete terms, exclusions, and operational compliance rules defined throughout Sections 2, 3, and 4 of this document, the Product is warrantied solely against original structural manufacturing flaws in materials under standard, non-commercial, indoor residential operational conditions for a period of exactly one (1) calendar year beginning on the documented date of retail delivery.

SECTION 2: EXCLUSIONS, LIMITATIONS, AND NON-COVERED DAMAGES

This Warranty does **NOT** extend to, cover, or apply under any circumstances to conditions, failures, or structural compromises resulting directly or indirectly from any of the following factors. ANY AND ALL CLAIMS ARISING FROM THE FOLLOWING CONDITIONS ARE EXPLICITLY VOIDED AND NON-ACTIONABLE:

- Accidental, Abuse, or Intentional Damage:** Physical impairment including, but not limited to, surface scratches, dents, chips, deformation, bending, drops, impacts, knocking over by household pets or occupants, unauthorized disassembly, alteration, or third-party modification.
- Environmental and Liquid Exposure:** Discoloration, oxidation, rusting, corrosion, or degradation resulting from moisture, standing water, liquid containment, chemical cleaning agents, outdoor elements, weather exposure, harsh abrasives, high ambient humidity, or prolonged direct sunlight.
- Improper Care, Assembly, and Handling:** Failure to adhere to basic care protocols, including overloading beyond physical capacity, dragging across floor surfaces, placement on unstable or uneven ground, failure to apply bottom weight stabilization where appropriate, or placement of unapproved contents within the Product.
- Normal Wear and Tear:** Natural patina evolution, minor surface finish fading over prolonged operational lifespans, micro-scratches from standard maintenance, or subtle variation in handcrafted mesh and finishing elements.
- Commercial or Non-Residential Application:** Utilization in commercial premises, corporate offices, public venues, hospitality spaces, rental properties, or outdoors.

SECTION 3: DETERMINATION OF ELIGIBILITY AND REMEDIES

In the event that the Product demonstrates a verifiable structural defect solely attributable to inherent manufacturing flaws within the valid one (1) year warranty window, the Manufacturer retains sole, absolute discretion—following a full technical review of submitted evidence—to determine eligibility and select the appropriate remedy.

Subject to the comprehensive limitations in Section 2 and strict procedural compliance in Section 4, where a genuine manufacturing defect is officially recognized and verified by the Administrator, the Manufacturer may, at its sole discretion, elect either to repair the affected part/unit or supply a replacement component or item.

SECTION 4: MANDATORY WARRANTY CLAIM PROCEDURES

To initiate an inquiry or claim under this Warranty, the Customer must submit a formal request to the Warranty Administrator via email at **FINLEY-S-MILLER@OUTLOOK.COM** (Attn: **CAI**) within fourteen (14) days of discovering the alleged issue. The submission must include all of the following required materials:

1. **Proof of Purchase:** Original order confirmation number, retail invoice, and verified delivery receipt date.
2. **Comprehensive Visual Documentation:** Clear, high-resolution photographs and/or video recordings detailing:
 - The full Product within its immediate usage environment.
 - Close-up technical perspectives of the specific defect from multiple angles.
 - Outer packaging box condition and manufacturing tracking labels (if available).
3. **Written Narrative:** A written statement outlining the timeline of discovery, usage conditions prior to defect manifestation, and maintenance history.
4. **Inspection Right:** The Manufacturer reserves the unconditional right to request physical return of the item to a designated evaluation facility at the Customer's expense prior to issuing any formal claim resolution decision.

SECTION 5: DISCLAIMER OF IMPLIED WARRANTIES & LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, CONDITIONS, AND REMEDIES, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS, OR IMPLIED. THE MANUFACTURER EXPRESSLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND FREEDOM FROM HIDDEN OR LATENT DEFECTS.

IN NO EVENT SHALL THE MANUFACTURER, DISTRIBUTOR, OR SELLER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE, OR SECONDARY DAMAGES OF ANY NATURE WHATSOEVER (INCLUDING LOSS OF USE, PROPERTY DAMAGE, OR TIME) ARISING FROM OR RELATED TO THE PURCHASE, POSSESSION, OR OPERATION OF THE PRODUCT.

SECTION 6: GOVERNING LAW & SEVERABILITY

If any specific provision, clause, or limitation set forth in this Warranty Statement is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, such determination shall not invalidate or impair the remaining portions, which shall remain in full force and effect.

Warranty Administration Office: CAI | Direct Contact Email: FINLEY-S-MILLER@OUTLOOK.COM