

# Warranty Information

Note: Warehouse E-Commerce Purchases only

We warrant its furniture to be free of defects in workmanship and materials, to the original purchaser, for **30 days from the date of delivery**. This is a limited warranty and specifically excludes liability for consequential property or commercial damages. We are not liable for alleged or actual injury, death, or damage arising from negligence or misconduct by agents or employees of the dealer. Commercial or institutional use is not covered by warranty. **This warranty only covers normal household use. The warranty does not cover damage resulting from exposure to extremes in temperature or humidity, neglect, sun exposure, accidental wear and tear, unauthorized repair, abuse or misuse of the product, damage incurred in the dealer's warehouse or delivery process, nor does it cover upholstered fabrics. Normal wear and tear, including surface scratches that occur with normal use, damages which result from improper use and lack of care or negligence are not covered under this warranty.**

In each case, any warranty offered is not a warranty of performance, but a limited warranty as to the condition of Goods at the beginning of the warranty period.

**The following are the responsibility of our Partner or mutual customer:**

- Removing labels and hangs tags.
- Attaching Anti-Topple hardware on case goods to wall stud to prevent tip-overs.
- Regular care and maintenance including the use of protection for the finish surface.

Because of the natural characteristics of solid wood furniture, minor or hairline season splits in chair seats, case tops and tabletops are not covered under the Credit and Return Policy.

Should warranty service for a product become necessary, **any claims from the purchaser must be made to the dealer from whom the goods were purchased within 30 days from the date of delivery**. Our obligation under this warranty is limited to **the repair or replacement** of the product or providing product of equivalent type and quality if a replacement is unavailable. Repair or replacement shall be authorized only when it is proven to the satisfaction of us that the product as manufactured and inspected proves defective under normal household use. Please do not dispose of or repair product without an authorization; please do not make any deductions from your payment to us without a valid credit memo. Even if there are disputed, damaged or defective items on an invoice, payment cannot be withheld on the remainder of the invoice; any non-disputed items must be paid within normal credit terms. All warranty issues or warranty claims must be reported promptly. We must approve all repairs beforehand that are more than 25% of the cost of the product.

Any product repaired or replaced under this warranty will itself be warranted only for the remainder of the warranty period of the original product being repaired or replaced. Parts may be available beyond the warranty period at our discretion.

**\*Parts Do Not Include: Tables Leaves, Tabletops, Table Bases, Case Pieces/Tops, Drawer Box and Faces, Bed Components.**

**\*Please send near and far photos of the issue along with the production sticker on the back of the product**

**\*\*DDA (Damage & Defect Allowance)** are in lieu of any credits for defects or damages. A Replacement PO# will be required to ship replacements for damaged/defective product.

**\*\*\*If you have not received credit in a timely manner, please email or call your customer service representative at us.**