WARRANTY, REPLACEMENT AND RETURN POLICY

Furniture Limited Warranties

We, subject to all the limitations and exclusions described in these Limited Warranties, warrants the following products and parts against material manufacturing defects for the duration set forth next to that product or part in the table below.

Product or Part	Warranty Duration	Warranty Term
Cushioning (*)	6 Month Limited Warranty	Replacement, no refund
Leather / Faux Leather and Upholstery Fabric (**)	6 Month Limited Warranty	Replacement, no refund
Wicker Furniture	1 Year Limited Warranty	Replacement, no refund
Outdoor Furniture - Outer Finishes	6 Month Limited Warranty	Replacement, no refund
Indoor Furniture - Outer Finishes	1 Year Limited Warranty	Replacement, no refund
Outdoor Furniture - Steel Frames	1 Year Limited Warranty	Refund (***)
Indoor Furniture - Steel Frames	1 Year Limited Warranty	Refund (***)
Furniture - Wood Frames	1 Year Limited Warranty	Refund (***)

Warranty covers the following cases of defect:

- Product shows defected as its arrival to customer when open box (not caused by shipping): missed or defective part(s), screw and hole are not matching each other, wrong part(s) from different product shipped together
- Product shows defective by manufacturer while using within the warranty duration

Warranty does not cover the following cases of defect:

- The weight put or lay on the product exceeded the provided weight capacity
- The product wrongly assembled by not following the provided instruction or misuse
- Wear and Tear
- Abuse and neglect
- Physical damage from pets or by accidents
- Odors
- Cracking and peeling of bonded and faux leather
- Commercial Use
- Self-Modification

Replacement:

Damaged/Defected products are disposal. Photos of the damages required.
Seller will provide replacement of new part(s) or new product in case of defect(s) covered by warranty term. Fees related to ship new part(s) or product shall be charged to the seller.

Return:

In any case, if the customer is not satisfied with the product showing no defect or not being in any unusable state, and prefers to return the shipped product back, the customer shall notify the seller before sending the product back.
Product needs to be originally packed when returned
Shipping fee and restocking fee might be required by the reseller

Refund:

In any cases product show defects covered in warranty term and user does not prefer replacement of any kind, they may contact customer service department.

- All warranties are limited warranties and are limited to the original purchaser with proof of purchase.
- In some cases, everyday wear and tear may depreciate for the time that the product was in use.
- All shipments should be inspected immediately upon arrival. Please make note of any damage to boxes when signing for shipment.
- Report any losses or damages promptly to us.
- Notification must be made within one week of delivery
- **Save damaged cartons until advised by the company or claim is resolved**
- All returns MUST be authorized by us, which will advise you as to return authorization and arrange for pickup or repair of any damaged merchandise

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(*) All seat cushion cores in both Unattached Cushioning and Attached Cushioning will soften with normal use and will conform to the shape of the user. This shall be considered normal wear, and shall not be considered a loss of resiliency or a material manufacturing defect.

(**) The Leather / Faux Leather and Upholstery Fabric Limited Warranty also includes seam slippage, cracking, and dye transfers. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles, these characteristics are in no way to be considered a defect.
These Limited Warranties do not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident.
These Limited Warranties also do not cover protective finishes, velvets, and velvet types, since by their very nature, these fabrics are of soft texture and will crush, shade and mark more readily than most fabrics; these characteristics are in no way to be considered a defect.

(***) Refund: please be noticed, all refunds will be processed by our reseller – from whom the customer made their order. We only works with their re-sellers on financial issues.