



Homary Warranty Policy

Thank you for purchasing our products! We are committed to providing you with high-quality products and services. Please read this Warranty Policy carefully so that you can better understand the quality standards of Homary products and your warranty rights.

Section 1: Warranty Period

If the payment date of your purchased product is **on or after November 20, 2025**, the product is eligible for the warranty services listed below. The warranty period will begin **on the date you receive the product (inclusive)**.

If the payment date of your purchased product is **before November 20, 2025 (exclusive)**, the product is covered under the **previous warranty policy**.

If the warranty period is longer than the statutory warranty period, the warranty period already includes the statutory warranty period; if the warranty period is shorter, the statutory warranty period shall prevail.

Section 2: Warranty Coverage

Indoor Furniture

(including tables, cabinets, stools & chairs, sofas, furniture sets, shelves, beds, etc.)

1. These products are covered for **three (3) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions.
2. Products damaged due to improper storage, improper assembly, improper installation, improper use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered. Indirect or incidental damages are also excluded.
3. Normal wear and tear, scratches, scuffs, or any damage caused by impact or other accidents are not covered.
4. Products placed under direct sunlight or in humid environments (such as kitchens or bathrooms) for extended periods are not covered.
5. Please note: Fabric, cushions, and leather covers that show signs of sagging, wrinkling, or color fading **after more than one year of use** are not covered under this warranty. Within the warranty period, if a product fails due to defects in materials or workmanship, we will provide repair, replacement of parts, or replacement of the entire product free of charge (depending on the specific situation). The warranty applies only to non-man-made damages under normal usage.

Bathroom Products

(including basins, toilets, toilet tanks, faucets, bathtubs, sinks, shower systems)

1. These products are covered for **five (5) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions.*(The warranty period for consumable items shall be subject to the provisions of point 5 herein.)*
2. Normal wear and tear, cutting marks, scratches, or damage caused by impact or accidents are not covered. Please strictly follow our assembly and maintenance instructions.
3. Products damaged due to improper storage, improper assembly, improper installation, improper use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered.

4. Products used in outdoor environments or corrosive environments are not covered. Indirect or incidental damages are also excluded.
5. Please note: Basin accessories, drain pipes, sink strainers, soap dispensers, bathroom organizers (such as towel racks and trash cans), and bathroom mirrors are considered as consumable items and are covered by a **three-year warranty**.

Outdoor & Patio Furniture

(outdoor dining tables, outdoor furniture sets, outdoor seating, outdoor storage, outdoor sofas)

1. These products are covered for **three (3) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions.
2. Damage from scratches, impact, or accidents is not covered. Please strictly follow our assembly and maintenance instructions.
3. Products damaged from improper storage, assembly, installation, use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered.
4. Please note: Fabric, cushions, and leather covers that show signs of sagging, wrinkling, or color fading **after more than one year of use** are not covered under this warranty. Within the warranty period, if a product fails due to defects in materials or workmanship, we will provide repair, replacement of parts, or replacement of the entire product free of charge (depending on the specific situation). The warranty applies only to non-man-made damages under normal usage.

Outdoor Fire Pits & Fire Tables

1. These products are covered for **two (2) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions.
2. Scratches or damage caused by impact or accidents are not covered. Please strictly follow assembly and maintenance instructions.

3. Products damaged from improper storage, assembly, installation, use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered. Indirect or incidental damages are also excluded.

Lighting Products

(chandeliers, table lamps, floor lamps, candle holders, bulbs)

1. These products are covered for **three (3) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions. *(The warranty period for consumable items shall be subject to the provisions of point 4 herein.)*
2. Scratches or damage caused by impact or accidents are not covered. Please strictly follow assembly and maintenance instructions.
3. Products damaged from improper storage, assembly, installation, use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered. Indirect or incidental damages are also excluded.
4. Please note: Light bulbs are considered as consumable items and are covered by a **two-year warranty**.

Other Outdoor & Garden Products

(flower pots, garden ornaments, potted plants, etc.)

1. These products are covered for **three (3) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions.
2. Scratches or damage caused by impact or accidents are not covered. Please strictly follow assembly and maintenance instructions.
3. Products damaged from improper storage, assembly, installation, use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered. Indirect or incidental damages are also excluded.

Kitchen & Dining

(silverware, dinnerware, cutlery, baking tools, etc.)

1. These products are covered for **three (3) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions.
2. Scratches or damage caused by impact or accidents are not covered. Please strictly follow assembly and maintenance instructions.
3. Products damaged from improper storage, assembly, installation, use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered. Indirect or incidental damages are also excluded.

Baby & Pet Series

1. These products are covered for **three (3) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions.
2. Scratches or damage caused by impact or accidents are not covered. Please strictly follow assembly and maintenance instructions.
3. Products damaged from improper storage, assembly, installation, use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered. Indirect or incidental damages are also excluded.

Home Décor, Building Materials, Home Textiles, Storage, Sauna Rooms

1. These products are covered for **three (3) years** for materials, workmanship, and functionality, based on the product's nature and usage conditions. *(The warranty period for Outdoor protective covers are covered for **two (2) years**.)*
2. Scratches or damage caused by impact or accidents are not covered. Please strictly follow assembly and maintenance instructions.
3. Products damaged from improper storage, assembly, installation, use, abuse, misuse, improper modification, or cleaning with incorrect methods or cleaning agents are not covered. Indirect or incidental damages are also excluded.

Section 3: Warranty Limitations

homary.com warrants that products sold by homary.com are free from defects in materials, workmanship, and functionality during the warranty period under normal use. "Normal use" means following the installation, operation, and maintenance instructions strictly.

If a defect is discovered under normal use, homary.com may choose, at its own cost, to repair, replace, or adjust the product. The original purchaser's **sole remedy** is repair, replacement, or refund according to this Warranty Policy.

This Warranty Policy does **not** cover labor costs or other expenses incurred from repairing, replacing, removing, or handling defective products in any manner. Under no circumstances shall homary.com's liability exceed the purchase price of the defective product.

The warranty DOES NOT cover losses or damages caused by:

- Misuse or unusual use
- Mishandling
- Accident
- Improper installation
- Improper maintenance and care. Using abrasive cleaners such as powders, bleach, ammonia, alcohol, or chlorine, or steel wool, or wire brushes, as these will damage and wear down the finish. Significant product exposure to chemicals, harsh cleaners and harsh outdoor environment will void any and all warranties on finishes and material.
- Modification (including but not limited to use of unauthorized parts or attachments), or adjustment or repair. This warranty policy only applies when all components have been provided by homary.com. Substituting another

manufacturer's product and/or components will render the warranty completely void.

- Normal wear and tear from daily use. For example, gloss reduction, scratching, staining and alkaline etching of finishes over time, due to use, cleaning practices or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.

This warranty extends to the original purchaser, and cannot be transferred to heirs, subsequent owners, or any other individuals.

This policy replaces all other expressed or implied warranties, including merchantability, fitness for a particular purpose, and non-infringement.

homary.com is not liable for indirect, special, incidental, or consequential damages, including but not limited to lost profits, manufacturing or promotional expenses, loss of goodwill, or loss of customers.

Any verbal or behavioral statements made by homary.com that are not included in this Warranty Policy shall not constitute any warranty.

This policy is valid to the maximum extent permitted by applicable laws and does not affect your statutory rights.

Warranty Claim Procedure

If you identify a product issue and believe you qualify for a warranty claim, please contact us promptly through the homary.com or email: service@homary.com.

Please provide all necessary information, including:

- A copy of the original order confirmation
- Model and quantity of the defective product

- A detailed description of the issue
- Photos or videos clearly showing the defect

Special Notes

1. If your product is replaced during the warranty period (whether replaced with the same model or a similar model), the replacement product will inherit **the remaining warranty period** of the original product. The warranty period will not reset.
2. This Warranty Policy may be updated due to changes in applicable laws and regulations. Please check the official website regularly for the latest version, as no individual notice will be sent.

Thank you again for your trust and support! If you have any questions, please feel free to contact us at any time.