

## Warranty Policy

We're committed to the quality of our products and want every purchase to exceed your expectations. If something's not right, we'll do our best to make it right.

### 30-Days Limited Warranty Coverage

Our warranty applies only to the original buyer or to purchases made through authorized retailers. Proof of purchase is required. Please note: clearance items are not covered under this warranty.

### Warranty Duration

- All products come with a 30-days limited warranty unless stated otherwise.
- The warranty starts from the purchase date and is valid for 30 days (the "Warranty Period").
- If your product is repaired or replaced under warranty, the coverage continues for the remainder of the original warranty period.

### What's Covered

Our limited warranty protects against material and workmanship defects during normal use, as long as the product is used as instructed.

- . Defects covered include:
- . Broken parts or hardware.
- . Visible stains.
- . Functional issues.
- . Significant misalignment that affects usability.
- . Tears or splits in fabrics or leathers that weren't caused by misuse.

Please note: Natural materials like wood and leather may have unique variations such as distressing, oxidation, or color differences. These characteristics add to their charm and are not considered defects.

#### -Characteristics of Leather:

Genuine leather products develop a patina as they age over time and use.

This is completely natural and adds to the beauty and uniqueness of your furniture. There are also slight dye lot variations in every group of leather hides we acquire.

It is important to note that, due to these reasons, we cannot guarantee that furniture purchased at different times will match exactly. With normal use, your leather upholstery will begin to take on natural characteristics such as slight folds and creases as the leather relaxes. This is natural and adds appealing character to your furniture.

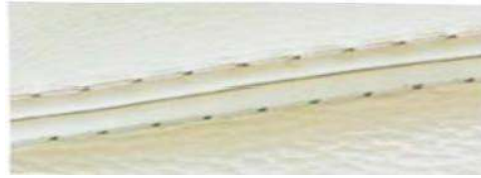
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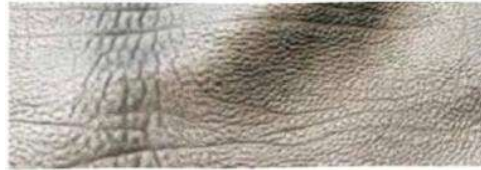
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Grain Variation



Wrinkles



Healed Scar



Slight Shade Variation

## **How We'll Make It Right**

If we determine your product has a covered defect, we'll take one of the following actions:

- . Repair the defective part or product using new or refurbished components.
- . Replace the defective item with a new or refurbished equivalent.
- . Issue a partial refund based on our assessment.

## **What's Not Covered**

This warranty does not apply to:

- . Normal wear and tear.
- . Damage caused by neglect, misuse, accidents, or exposure to extreme conditions (e.g., heat, cold, moisture, sunlight).
- . External damage, such as scratches, burns, watermarks, or dent
- . Products altered or repaired without authorization.
- . Minor imperfections that don't affect functionality.

## **How to File a Claim**

1. Reach out to our customer service team and provide proof of purchase.
2. Once we receive your request, we'll respond within 2 business days to guide you through the next steps.

We're here to help and ensure you're satisfied with your purchase!