

Wayfair

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-Day 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-day 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 wood 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.

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 dents.

- . Products altered or repaired without authorization.
- . Minor imperfections that don't affect functionality.

Characteristics of Wood

Wormholes & Natural Marks

Small pinholes or marks may appear as part of decorative wood grain effect, replicating the authentic look of natural timber.



Knots & Grain Variations

Visible wood knots and grain patterns are intentionally preserved or recreated to enhance the natural aesthetic.



Surface Scratches & Wear Marks

Minor surface marks, light abrasions, or subtle distressing may occur during manufacturing or finishing processes.



Color Variation

Differences in color tone and shade may exist between panels due to natural wood fiber variation and finishing techniques.



Hairline Cracks & Natural Marks

Subtle cracks may appear as part of the natural wood look, adding to its authentic character without affecting function.



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 3 business days to guide you through the next steps.

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