

Furniture Warranty Details

Terms and conditions for Standard Warranty :

1. The warranty period will start from the date of purchase and will be valid for 3 Years.
2. Replacement of the products and/or parts (for assembled products) will be at the discretion of the Company. And the Company's obligation will be limited to providing replacement of products & defective parts (for assembled products) only
3. The Authorized Distributor of the Company may further provide products under warranty to its customers. However, the terms and conditions of the said warranty should be at par with the terms and conditions specified herein, failing which the Company has the right to reject a claim.
4. All expenses incurred for transportation of the product or parts (for assembled products) thereof from and to the Company's factory/depot, as well as expenses incurred for deputing of service personnel/technician towards conveyance and other incidental expenses, will be borne by the Authorised Distributor/Customer.
5. The warranty covers only manufacturing defect(s) in the product such as:
 - A) AESTHETICS DEFECTS (applicable at the time of purchase of goods)
 - COLOUR SHADE VARIATION
 - COLOUR FADING
 - SHORT SHOT
 - WARPAGE
 - SHRINKAGE
 - BURN MARK
 - WHITE STRESS MARK
 - SCRATCHES
 - BREAKAGE
 - WELDING LINES
 - FLASH
 - VOIDS(AIR TRAP)
 - IMBALANCED LEGS
 - B) FUNCTIONAL/STRENGTH DEFECTS
 - TRANSIT BREAKAGE
 - FLEXING
 - FITMENT PROBLEM
 - MISSING PARTS



C) PEEL OFF OF PAINT FOR LACQUERING CHAIR

D) DELAMINATION/WRINKLES OF FOIL FOR IN MOULD LABELLING PRODUCTS.

E) SCREEN PRINTING INK PEEL OFF/WRONG PRINTING

6. In case of replacement of the product and/or spare parts; warranty will be applicable only for the remaining duration of the original warranty period.
7. The maximum liability in any case will only be replacement of the product and/or spare parts.

Warranty will not be applicable in following cases:

1. The Company will be under no warranty obligation or deemed to be in default for damage resulting from causes beyond its reasonable control – “acts of nature” (e.g. strikes, floods, earthquakes etc.) or damage caused by vandalism, etc. and delay in servicing due to non-availability of products / spare parts (for assembled products) and / or accessories.
2. If used beyond its intended purpose, like climbing on, standing on, kneeling on, rocking, etc. and any damage due to same will not be covered under the warranty.
3. If the Product is used by a commercial establishment or by an individual for commercial purpose including but not limited to cafeteria, hotel/hostel, health center, restaurant & others.
4. The warranty does not cover scratching, scuffing or other cosmetic damage that may result from normal use of the product. In addition, defects resulting from intentional damage, physical damage, accidental cigarette burns, scratches, rips and cuts, negligence or unreasonable use will render the warranty void.
5. If the product has been subjected to improper use, misused, not cared for, abnormal use, continuous or prolonged exposure to direct sunlight and other extreme environmental conditions, accident, damage of product due to rodents.
6. Damage to the product or any part(s) due to transportation or shifting or arising out of improper storage of the product at the Distributor's premises.
7. Products/Parts (for assembled products) which require replacement in the ordinary course of use due to normal wear and tear by reasons of their characteristic, including accessories.
8. External appearance parts (for assembled products) which include cabinet, knobs, hinges, joints against damages, scratches and ageing.
9. Warranty claims not accompanied by a dated sales receipt or proof of purchase will be rejected.