



S&D Furniture Warranty

Your satisfaction is our utmost importance as we stand by our quality and craftsmanship. Our products are proudly 100% Made in Italy. Please read the terms and conditions of our warranty carefully.

WARRANTY TERMS

We recommend inspecting your item(s) thoroughly once delivered. If there is anything which concerns you, you must report it to the delivery team, write it on any relevant delivery documentation such as the bill of lading and inform the store of purchase immediately. Any issues reported after the date of delivery must be reported within 72 hours of the delivery but may result in a delay in determining the cause of the issue. Any form of damage caused by you once the item is delivered, is not covered by the warranty under any circumstances. S&D Furniture is not responsible for the loss of use, time, inconvenience, packaging, travel, or other incidental damages. Our service and warranty policy extends only to normal residential applications and does not cover commercial, industrial, institutional, or other non-home uses. This warranty is made SOLELY TO THE PURCHASER and is NON-TRANSFERABLE under any circumstances. We advise all purchasers to retain invoices for warranty purposes. Proof of purchase required to initiate warranty claim.

WARRANTY DETAILS

Warranty is void for any of the following conditions:

1. If a defect might emerge during the period covered by the warranty, the customer is asked to contact the company in written form by providing the following documentation:
 - a. **DATE OF DELIVERY & PROOF OF PURCHASE**
 - b. **ID CODES** indicated on a fire-retardant ticket placed under every single item (where applicable);
 - c. **DIGITAL PHOTOS** proving the damage found;
**The absence of the above, will result in a denied claim
2. **FRAME & WORKMANSHIP:** S&D Furniture warrants the hardware frame, and workmanship of both tables and chairs to be free from manufacturing defects in workmanship and materials for (5) years as long as the original buyer owns the product. Warranty does not cover accidental or other in-home damages. Warranty is void if furniture shows signs of abuse, misuse or damage by fire, flood, or negligence.
3. **PAINT:** S&D Furniture warrants the paint from peeling or other manufacturing/workmanship defects for 2 years. This is not to include scratches, normal wear and tear, or customer-caused blemishes.
4. **SEAT CUSHIONS:** S&D Furniture warrants all seat cushions against loss of shape (resiliency) for (2) years . Do not confuse loss of shape (resiliency) with the natural softening and flattening of polyester fiber and foam that occurs with age and normal use. All foam and fiber soften. Softening is not considered a defect.
5. **Fabric:** Our fabric comes with a (3) year limited warranty against cracking, peeling, or splitting. Up to 1 year, S&D Furniture will pay for the cost of fabric and re-upholstery. Beyond 1 year, to a limit of 3 years, S&D Furniture will provide fabric of the same grade originally purchased, free of charge. Fabric is limited to S&D Furniture collection fabric. This warranty is extended only to the original Buyer and covers residential use only. This warranty only covers the value of the item. This warranty does not cover fading or damage due to wrong chemicals used for cleaning or exposure to sunlight and/or extreme temperatures, abrasion, acids, solvents, water, wear,



FURNITURE

INTERNATIONAL INC.

damage caused by non-company carriers. The warranty is void if there is evidence of heavy soiling abuse or neglect by the consumer. Please refer to care instructions.

6. **METAL:** Natural aging of metals, rust, or tarnishing due to scratches, abrasions.
7. **SERVICE:** Should any defect develop, the item will be repaired or replaced, based on S&D Furniture's sole discretion. All repairs and/or replacements must be authorized IN WRITING by S&D Furniture in advance. If under warranty, S&D Furniture will pay to repair or replace the piece at no charge. It is the retailer's responsibility to coordinate all repairs and communications with the end user. S&D Furniture offers its service/assistance only to its customers and not to their final, private buyers. Any written or verbal communication sent to S&D Furniture by private buyers will not receive a reply.
8. Changing colors and texture of fabrics, leathers, or wood finishes over time.
9. Minor variations or differences between website images and your actual furniture.
10. Normal wear and tear.
11. Cracking, splitting, shrinking, warping caused by exposure to weather or extreme atmospheric conditions such as humidity.
12. Punctures, rips, and tears caused by sharp objects.
13. Fading, pilling, wrinkling, mildew, stains, pet damage.
14. Improper maintenance, improper use, improper cleaning, improper installation, or use other than intended.
15. Any product modifications by dealer, consumer, or other parties not authorized by S&D Furniture.
16. Failure on the customer's part to comply with the manufacturer's instructions.
17. Damages incurred during assembly or maintenance.
18. Damage caused by outside influence, fraud, intentional acts, or vandalism.
19. Dissatisfaction due to buyer's remorse or change of heart.
20. The Customer shall reasonably cooperate with S&D Furniture in its efforts to perform its obligations under this warranty. Failure to comply with these requirements will void this warranty.
21. The damaged item, due to the reasons mentioned in paragraph 4 as well as defects in materials or workmanship discovered after the expiration of the guarantee, will be repaired charged to the applicant, keeping in mind that: repairing times depend exclusively on the period and the availability of the piece to be replaced or repaired; the repair service might be limited. In neither case does this warranty entitle the compensation of the damage from the company.

This warranty supersedes and replaces all implied warranties of merchantability and use for particular purposes. No representative, employee, or agent of S&D Furniture or any other person is authorized to assume for S&D Furniture any additional liability or responsibility in connection with S&D Furniture merchandise except as described above. Implied warranties of merchantability and fitness of the merchandise are limited to a period of (5) years from the date of purchase. In no event shall S&D Furniture be liable for indirect, consequential or incidental damages of any kind. This warranty is subject to change at any time without notice.