

## Interior Concepts Furniture Warranty Information

Thank you for choosing Interior Concepts. We focus on providing quality products that meet the expectations of our customers.

Interior Concepts warrants its products to be free of defects in materials and workmanship to the original purchaser of the product during the warranty period. The warranty extends from the date of installation and is based on normal usage of the product. This warranty does not apply to possible damage caused by misuse, failure to adhere to operating instructions, surfaces loaded with excessive weight, or field modifications of the product made after installation. It also does not cover normal wear and tear such as laminate chipping or the soiling/fading of fabrics.

Upon being notified of a potential warranty defect in writing, Interior Concepts will, at its option, either repair or replace the item as originally specified (reasonable replacement product allowed). Damage caused by a freight carrier is not covered under this warranty and will be handled under the Freight Damage Policy. The warranty includes parts only. Labor costs associated with repairs or replacements are not included.

Interior Concepts Modular Furniture System	Limited Lifetime
Motion Tables	5-year Manufacturer's Warranty
Flyte Tables	Limited Lifetime
Influence Tables	3-year Electric, Manufacturer's Warranty 2-year Crank, Pneumatic, Manufacturer's Warranty
Campfire (Cart & Cushions)	1-year Cushion Manufacturer's Warranty 1-year Cart Manufacturer's Warranty
Maple Butcher Block	1-year limited Manufacturer's Warranty
Trespa	10-year limited Manufacturer's Warranty
Laminate	1-year limited Manufacturer's Warranty
Fabric (panel)	5-year Manufacturer's Warranty
TFL (melamine)	1-year limited Manufacturer's Warranty
Metal Storage	Limited Lifetime
Electrical Components	1-year limited Manufacturer's Warranty

### Exclusions to the Interior Concepts warranty:

- Normal wear and tear, which are to be expected over the course of ownership.
- Scratches to laminate or 3MM edge caused by metal or sharp objects.
- Defects caused by abusive or abnormal use of the product.
- Damage caused by the carrier in transit, which will be handled under the Freight Damage Policy.
- Products that were not installed by Interior Concepts or a certified installer.
- Non-compliance with assembly, installation, and maintenance instructions.
- Products not used or maintained in accordance with product instructions and warnings.
- Colorfastness or matching of colors, wood grains, or textures occurring in wood or other materials that naturally exhibit inherent color and texture variations.
- Consumable products such as light bulbs or surge protection products.

- Product alterations or modifications not explicitly approved by Interior Concepts do not qualify for this warranty.
- Solid wood has characteristics which are beyond the control of the manufacturer. Wood is a natural material, sensitive to environmental extremes and surrounding conditions. Just like trees, no two pieces of wood are alike and will contain naturally occurring variations in color. This cannot be considered a manufacturer defect – it is part of the unique beauty in this natural product. Installers are responsible for inspecting the product prior to installation and manufacturer defects should immediately be brought to Interior Concepts' attention – failure to do so may affect the outcome of a claim. It is important that a consistent humidity of 35% to 45% is maintained to insure continued stability. Improper storage of the product by the purchaser may affect warranty claims.

Interior Concepts shall not be liable for incidental or consequential damages arising out of a claim for defective product. This warranty is in lieu of all other expressed or implied warranties and constitutes the sole and exclusive liability of Interior Concepts Corporation.

### **Freight Damage Policy**

Note: Failure on your part to follow these instructions may affect the costs for delivery and replacement of damaged goods.

Motor Freight: Inspect the shipment immediately following delivery for damage. Compare the condition of the skids to the pictures we sent via email in the shipping document. The driver must note all damaged cartons or shortages on the bill of lading and or delivery receipt before you sign for the shipment.

The buyer should thoroughly inspect all items for shipping damage before accepting delivery. If there is a shortage, please note the shortage on the delivery receipt. Note visible damage to the delivery receipt and show the driver. If damage has occurred, report this to Interior Concepts within 24 hours. If it appears that damage could be possible, insist that the carton be opened, and contents inspected by the driver. You have the right to accept partial shipments and refuse the remaining damaged units. Do not accept shipments of severely damaged items. A clear receipt (not signed BOL) for a shipment in which there is damaged merchandise, or a shortage relieves the carrier of further responsibility.