



## POUNDEX ASSOCIATES CORP.

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# WARRANTY INFORMATION COVERAGE

### STANDARD WARRANTY:

All item returns or exchanges must be made within **30** days from the original invoice date. Claims for defects or missing parts must be made within **60** days. Any returns and exchanges will be examined before the RMA is given. No cash or credit card refunds. The original box and packing material must be remained with the returns at the time of return or exchange. All products should be inspected for missing parts or damage before assembly.

### LIMITED WARRANTY COVERAGE:

Poundex Associates Corp. is proudly providing you, the retailer, with the limited warranties on your Poundex product described herein. These warranties apply to products purchased from Poundex or Poundex authorized Distributors and apply only under conditions of normal, indoor, and residential use and are subject to certain limitations and exclusions. Our residential products are not designed for commercial settings. This limited warranty does not and will not extend to the retailer's customer. It will be the retailer's sole responsibility to examine the problem and contact Poundex for any concerns regarding warranty coverage.

### WARRANTY LIMITATIONS AND EXCLUSIONS:

Warranty is void for any of the following conditions, due of the workmanship and/or the use of natural materials in Poundex's products:

- These Warranties do not cover such minor variations or differences between floor samples, swatches, or printed illustrations (Catalogues) and your item(s).
- Poundex Warranties do not cover products sold "as is," items such as purchased from Showroom / Special Pallets and Samples.
- Any product modification by the retailer or consumer, or the use of non-Poundex parts, avoids this warranty.
- Any damage by the power tool will not be covered by the warranty.
- All paid service and delivery fees that are related to returns will be responsible by the buyer (retailer).
- If an RMA decision has been agreed upon to replace the defective part or product, only the defective part or product will be replaced. If an RMA request decided to replace the product which it no longer sells, a comparable item will be offered as a replacement
- Under the warranty, Poundex will repair or replace the defective part, product or issue a credit base in that order.
- Mechanisms for the manual recliner warranted to be free of any defect in the functionality and workmanship. However, the warranty does not cover the smoothness' of the reclining mechanism. The foot and back rest folds down on closing and could result in injury. Always leave unoccupied recline feature chairs in the closed upright position to avoid any injury.
- It does not cover if the product has been substantially altered in physical or interior components.
- Warranty does not cover loss of resilience, pressed, sagged, or deformed for cushions, seat/back.
- This does not cover wrinkling, shrinkage, fading, pilling, or stains on the fabric.
- Structure damage due to bending the spring coil (seat cushions) or water damage/moisture also voids the warranty.
- Power motion mechanisms do not cover if found misuse of the electric motor or different type of power socket that was used or abuse of the product.
- Warranty is void if a defect on the product was found misused, abused, and damaged due to negligence.
- To claim under limited warranty, mattress or foundation must submit back to Poundex at retailer's expense upon inspection.
- Warranty does not cover natural markings or color changes caused by body oils or soil for leather
- Mistreated use of excess heat, cold exposure, and other damage due to chemicals will not be covered by the warranty.

Warranty begins its coverage base on the date of invoice that was issued by Poundex. If you have an issue with your Poundex product and believe you are covered by standard/limited Warranty, contact Poundex representative for an RMA request

*\* Poundex Associates Corp. reserves the right to modify these terms and conditions at its sole discretion without prior notice.*

**I certify that I have read, understood, and agree to the terms and policies listed above**

Company Name: \_\_\_\_\_ Print Name: \_\_\_\_\_

Title: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_