



Warranty Terms & Conditions

10 year
performance
warranty

We warrant our manufactured products for the relevant time periods.

General 1-Year Limited Warranty:

We warrant all products irrespective of the stated warranty period against defective material and workmanship for one year from date of purchase. This warranty is applicable only to those parts actually manufactured by us. Products not manufactured by us (including, without limitation, upholstery material and locking mechanisms on the sleeper beds and recliners, overbed table mechanisms, etc.) are not covered under our warranty but are governed solely by the guarantees or warranties, if any, of the manufacturer of such parts. We will accept no responsibility for the durability of Customer's Own Material (C.O.M.). Seats on our chairs are warranted against defective material and workmanship for one year from date of purchase.

10-Year Structural Frame / Panel Warranty:

All products that have a stipulated 10-year warranty, have a 10-year structural warranty on all frames and panels manufactured with our patented technology against breakage during normal use (we define normal usage per application for which the item was designed). Any frame or panel product found to be defective while under this warranty will be repaired or replaced, at our discretion. This warranty does not apply to any product that has been altered, subjected to misuse, abuse, improper cleaning, negligence, or accident.

Hard Use:

Certain products have been engineered to withstand hard use. Only the following products shall be covered under our warranty when used in hard use applications:

- Seating and Tables – those products ending with the letter "M"
- Casegoods – Phoenix range

Certain chairs have been designed for specific applications. For example, dining, sleeping or working. None of our products have been designed to be stood on or climbed over.

Behavioral:

Certain products have been engineered to withstand behavioral applications. Only products designated as behavioral shall be covered under our warranty when used in those applications.

Certain chairs have been designed for specific applications. For example, dining, sleeping or working. None of our products have been designed to be stood on or climbed over.

10-Year Frame Finish / Panel Warranty:

All products that have a stipulated 10-year warranty are backed by our 10-year Kwalu finish guarantee. The finish on all frames and panels manufactured with our patented technology can be repaired using our Repair Procedure. This covers scuffs incurred during normal use. See "Care and Maintenance" below for repair procedures.

Ultra-Violet Protection:

Products that are ordered to be UV protected are warranted against structural degradation for a period of ten years and against color fading of no more than 20% of the original color for three years.

This warranty expressly excludes products that have been exposed to UV that have neither been ordered nor manufactured to be UV resistant.

Other General Warranty Provisions:

The warranty provisions outlined above do not apply to any product which has been subjected to misuse, abuse, neglect, lack of normal maintenance, accident, or whose original construction has been altered by anyone except us. We define normal usage per application for which the product was designed. We shall not be liable for consequential or individual damages arising from any product defect. We will replace or repair defective products covered by the warranty provisions outlined above during the above stated periods, provided the Customer notifies us within 30 days of the discovery of a defect and the product or defective portion is returned promptly as directed.

To make a claim under the warranty provisions outlined above, contact us for written return authorization. DO NOT return merchandise without written authorization. Merchandise returned without written notification will be refused. Return Authorizations are numbered and specify method of transportation and any applicable freight costs. After inspection of the returned item, if it is established by us to be defective under the terms of our warranty, the product will be repaired



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or replaced at our expense, to include applicable return freight costs. However, if determined not to be covered under our warranty, the item will be repaired or replaced at the Customer's expense, F.O.B. factory loading dock. Authorization for return will be voided if product is not received within 30 days of authorization.

Our obligation under the warranty provisions outlined above is limited to the repair or replacement of the defective item. In no case shall liability under the warranty provisions outlined above exceed the original purchase price of the defective item. We will not assume labor charges for unauthorized field repairs.

The warranty provisions outlined above extend to the original purchaser only.

Upholstery:

All upholstery fabrics are subject to warranty offered by the respective upholstery mills only. Cuts or tears detected after signing for receipt of upholstered products are not covered.

C.O.M.:

We do not warrant quality or durability of materials provided by the Customer (Customer's Own Material).

Mechanisms:

All mechanisms for, amongst other things, recliners, sleeper beds and overbed tables are subject to warranty offered by respective manufacturer only.

Laminates:

All laminates for tabletop surfaces are subject to warranty offered by respective manufacturer only.

Graining/Color:

Graining and color of any frame or panel may vary due to the natural variation of materials/components over which we have no control. Every effort is made to keep our color standards constant from batch to batch, from frame to frame, and from panel to panel. However, we do not warrant graining or color differences from batch to batch, from frame to frame, or from panel to panel. Also, we do not warrant graining or color differences between frames and panels. If a repeat order is

needed to match an existing order, we suggest you request a sample of the current color standard. We try to minimize variations between samples and finished goods, but some variation can occur.

Care and Maintenance:

To protect the top panels on casegoods and table tops, place felt pads on the bottom of any accessories.

To ensure durability and longevity of all products, it is important to clean, care for and maintain your products. We recommend you perform routine maintenance every 30 days as outlined in our cleaning and maintenance schedule which can be requested from the Kwalu Sales Office.

NOTE: Products requiring adjustments or showing any signs of structural failure should be taken out of service immediately until the required adjustments or repairs are completed.

Cleaning agents that contain abrasives, such as Ajax® or Comet® will scratch the finish and should not be used. Customers should not use aromatic or chlorinated hydrocarbons, ketones, or nitro compounds on the finish of the frames or panels. The list of chemicals and substances mentioned above is not meant to be exhaustive. Customers can contact our Sales Department for a complete list of substances that should not be applied to the finish of the frames and panels. Please visit our web site for further information.

NOTE: Warranty may be voided if proper maintenance procedures are not followed. Users of our products should visit our website at www.kwalu.com for the current Maintenance Procedures.