



## **WARRANTY AND RETURNS**

All finishes and all parts and components of new furniture and merchandise (our "Products") are warranted by Sunpan Trading & Importing Inc to you, the consumer, for ONE YEAR from your date of purchase, to be free from defective material and manufacturing defects only ("Defects") under normal use, as set out herein, and subject to the provisions, limitations and exclusions contained in this Warranty (the "Warranty"). Under this Warranty, Sunpan's liability is limited to replace the defective part or component, repair the defective Product or replace the defective Product. Sunpan's first option is to supply replacement parts to remedy the Defect and if this is not possible, then the defective Product may be replaced or repaired at our discretion. If minor repairs can correct the problem, then Sunpan may approve reasonable and customary labour rates before repairs are made, in which case Sunpan shall reimburse you for such repair costs upon receipt of the Invoice paid by you for such repair. Sunpan will not be responsible for costs to transport the defective Products to your place of purchase (the retailer). This Warranty provides coverage to the original purchaser only and is not transferrable under any circumstances. This Warranty covers Defects when used for residential and non-residential uses. Warranty is void if non-contract viable product is placed in a commercial or non-residential setting. This Warranty does not apply to any condition or damage which is not a Defect, including without limiting the generality of the foregoing, any condition or damage resulting from neglect, misuse or abuse, accident, unreasonable or unintended strain or use, or any condition resulting from incorrect or inadequate maintenance, cleaning or care, or any damage to or failure of the finish resulting from alcohol, water, fabric dye transfer, or cleaning substance or liquid damage, exposure to sunlight, household humidity, or incorrect application of chemical treatment or any protective coating applied by the retailer or the consumer. Any credit notes applied to an account as a result of returns or damages must be used towards future orders within one year from issue date. Any unused credits will expire after this allotted time.

A claim under this Warranty must be made within the Warranty period. If Defects are found, it is the consumer's responsibility to contact the retailer (the place of purchase) immediately, and notify them of the Defects. Do not contact Sunpan with a Warranty claim.

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**I have read, understand and agree to the above policies and procedures of Sunpan Modern Home. Please also visit our Policies Section on our website at [www.sunpan.com](http://www.sunpan.com) for full details and updates on our policies and procedures, and our company offerings.**

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_



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