ellementry



furniture warranty

All ellementry products are handcrafted by local artisans, resulting in each product being unique and slightly different from each other. We seek beauty in the real.

We do not discount the beauty of imperfection. An irregular weave or print or minor blemishes, which are inherent characteristics of natural materials such as wood, marble, etc., should not be taken as a defect, as handcrafted products will not show consistent uniformity like a machine-made products.

Having said that, we ensure that our products are free from manufacturing defects. However, in the unlikely event of a product being defective; we offer a 6 months warranty against such manufacturing defects. During the warranty period, we replace the product free of charge, provided the product qualifies for replacement and a request for exchange is raised by the customer along with the original invoice.

warranty terms

The limited warranty covers manufacturing, workmanship, and material defects that occur during the warranty period. The warranty applies to furniture used under normal household conditions. Do not subject the furniture to any extreme conditions of pressure, force or otherwise. Tender love and care is appreciated by the furniture as well.

This limited warranty does not apply to:

- Normal wear and tear.
- Size variation of +/- 5% from actual dimensions mentioned.
- Cuts or scratches, or damage caused by impacts or accidents.
- Products that have been stored, assembled or installed incorrectly, used inappropriately, or cleaned using the wrong cleaning methods or cleaning products.
- No warranty on upholstery/coverings/cushion covers.
- The warranty does not cover damages due to the usage of the product beyond its intended use and wear and tear in the natural course of product usage.
- In response to seasonal climate variations, solid wood will contract and expand throughout the life of the product and is thus not warranted for this purpose. (for solid wood furniture).
- Glue lines or other issues related to the natural characteristics of wood are not defects and are not covered under warranty. In addition, any claim for seasonal splits or joints opening is limited to the warranty period from the time of purchase. (for solid wood furniture).
- Any damage to the product resulting from improper installation or assembly by a third party, storage, improper maintenance, misuse or use not in compliance with the intended use, modifications or repairs, water damage, discolouration due to exposure to sunlight.
- Breakages to glass, mirrors, and stone tops after delivery confirmation of the product.
- No alteration or modification should have been made or carried out to/in the product/s, and the faulty product shall be in its original state.

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