

Dowel Furniture Customer Limited Warranty

This Hallare Furniture LLC dba Dowel Furniture (“Dowel”) Customer Limited Warranty (the “Warranty”) covers products by Dowel Furniture. This Warranty is given only to you, the original retail purchaser. Dowel warrants the following Dowel products and parts against defects in workmanship and materials when put to “ordinary residential use” from the delivery date (available from the selling authorized dealer or Dowel) until the warranty expiration date and subject to the limitations and exclusions stated below. For purposes of this Warranty, “ordinary residential use” means use in a single-family dwelling with product maintenance performed and absent of misuse, accidents or negligence. Any maintenance or cleaning performed outside of manufacturer’s instructions may void this warranty. Dowel will repair or replace, at Dowel’s discretion, any covered product or part found to be defective in workmanship or materials upon examination by an authorized Dowel representative.

The Dowel Customer Limited Warranty

Upholstered Items: Dowel warrants standard, unaltered (not recovered) upholstery for one (1) year when put to ordinary, indoor residential use, subject to the limitations set forth below.

Cushion Cores: Dowel warrants cushion cores against loss of resiliency for two (2) years when put to ordinary residential use. *Please note that the loss of resiliency should not be confused with the slight and expected softening and flattening of the polyester fiber, feather and down mixture, and foam components that occur as a result of normal use and aging. Such flattening and softening is not a material or manufacturing defect, and is not covered by this Warranty.*

Fabrics: Dowel does not guarantee and will not assume responsibility for color fastness or the wearing qualities of any fabric. Any adjustment made will depend on the fabric manufacturer’s willingness to stand behind their product. We cannot be responsible for color variations beyond a reasonable commercial match. If an exact color match is required, a cutting of the fabric (for color and a photo for pattern match) or leather must be submitted with your order. Dowel will not be responsible for fabric that has been treated with a stain-repellent finish by the customer.

Wood Products: Dowel warrants wood products for one (1) year when put to ordinary, indoor residential use, subject to the limitations set forth below.

Glass and Mirror Surfaces: Dowel warrants stone, glass, mirror and all other non-wood surfaces for one (1) year when put to ordinary residential use.

Finishes: Dowel warrants standard finishes on wood surfaces for one (1) year when put to ordinary residential use. *Please note that the beauty of veneer and all wood products comes from the variations created by nature including color, grain, and texture. These*

variations are not considered defects and this Warranty does not cover color, grain, and texture variations associated with natural wood and grain seen in any finish color.

Hardware: Dowel warrants casegoods hardware including pulls, handles, hinges, and locks for one (1) year when put to ordinary residential use. When available, replacement hardware will be provided for valid Warranty claims. If matching replacement hardware is not available, then Dowel will provide a set of similar hardware for the single wood product unit.

General Limitations and Exclusions

The following limitations and exclusions apply to this Warranty:

The remedies provided in this Warranty shall be the sole and exclusive remedies for any and all losses or damages resulting from non-conforming goods or from any other cause and are in lieu of all other remedies, warranties or representations, express, implied or statutory, including but not limited to any implied warranty of merchantability or fitness for a particular purpose and all other obligations or liabilities, whether in contract or in tort, all of which are expressly disclaimed. Dowel disclaims and shall not be liable for incidental or consequential damages of any sort.

- This Warranty is to the original purchaser from authorized dealers only.
- This Warranty is not transferrable.
- This Warranty does not cover normal wear and tear, or damage resulting from negligence; abuse; commercial or contract use; conditions resulting from any use for which the product was not designed; tampering or alteration; accidents; pets; after-market protective treatments; staining or discoloration caused by non-manufacturer approved cleaning products or techniques; surface spills; misuse; fading from direct sunlight (except as provided in the warranty for outdoor furniture); body oils; tanning lotions or other chemicals; and chipping, denting, scratching, and gouging that occur from handling after shipment of the product.
- This Warranty does not cover floor or display samples, or products designated "as is" at the time of purchase.
- This Warranty does not cover finish failure, from indoor pool, salt water pool, or seaside use of our outdoor products, caused by neglecting to perform reasonable and necessary care as provided by the manufacturer.
- Customer own material ("COM") and customer own leather ("COL") are excluded from this Warranty.
- Dowel's obligations under this Warranty are limited to repair or replacement of the product(s) or part(s) covered by this Warranty that are, in Dowel's sole discretion, found to be defective in workmanship or materials upon examination by an authorized Dowel representative. Refunds are not available after 30 days from delivery.

- This Warranty does not cover non-compliance with applicable laws, regulations, codes, certifications and manufacturing standards if the product(s) or part(s) are misused, improperly installed, or modified in any respect after shipment from Dowel or after Dowel-approved assembly.

Claim Procedure

Warranty claims must be made over email through any Dowel representative. To exercise your rights under this Warranty, please retain your dated receipt or proof of purchase indicating item style and fabric or leather description as you will need to submit such dated receipt or proof of purchase when making a claim.