

STANDARD ONE YEAR MANUFACTURER WARRANTY:

Ivory Palm Interiors warrants its product to be free from defects in workmanship and materials, under normal use and conditions, for a period of one (1) year from the original invoice date. Ivory Palm Interiors agrees, at its option during the warranty period, to repair any defect in material or workmanship or to furnish a repaired or refurbished product of equal value in exchange without charge (except for a fee for shipping, handling, packing, return postage, and insurance which will be incurred by the customer). Such repair or replacement is subject to verification of the defect or malfunction.

UPHOLSTERY PRODUCT WARRANTIES:

- Ivory Palm Interiors warrants the wooden frame parts and spring systems against manufacturing and material defects for one year.
- Cushioning/Filling Material – Ivory Palm Interiors warrants against defective parts on seat cushion foams and filling materials for one year.
- All foam and filling composites naturally soften with use. This softening does not constitute a defect under the warranty.

FABRIC AND LEATHER WARRANTIES:

- Fabric – Ivory Palm Interiors warrants the upholstery fabric used on the furniture against; seam failure, fabric separation and nap loss for one year. This warranty does not cover pilling, which is a result of normal wear, nor fading, which can be caused by overexposure to sunlight.
- Leather – Ivory Palm Interiors warrants leather upholstery against seam failure and material defects for one year.
- The natural beauty of leather means that no two pieces of leather are exactly alike. As such, natural markings and grain variations are not considered defects.

TIMBER PRODUCT WARRANTIES:

- Ivory Palm warrants any defects that may result from obvious defect in workmanship for one year.
- Timber is a authentic Natural Product. There may be movement in the timber due to natural changes in climate.
- Timber products should be kept away from direct sunlight to avoid fluctuation in temperatures which result in Natural cracks in the product.

WARRANTY LIMITATIONS:

This warranty does not include:

- Any condition resulting from normal wear or any use for which the product was not intended.
- Any condition resulting from incorrect or inadequate maintenance or care. Please refer to care & maintenance instructions.
- Damage resulting from misuse, abuse, negligence, accidents or shipping damage
- Dissatisfaction due to buyer's remorse