

## **Elegant Home Fashions Warranty Statement**

- (1) This product is designed and manufactured for household indoor use only. Our products require consumer assembly prior to use. Improperly assembly and/or use of the product will void all warranties.
- (2) Warranty is only valid for merchandise ship from our warehouse direct.
- (3) Please carefully exam the packaging and product upon receipt. If there are visible damages to the package, please inform the delivery driver and immediately contact customer service to file a shipping damage claim.
- (4) We will send you free replacement parts for damaged (or missing) parts and/or components up to 1 year after the deliver date. If you have defective (or missing) parts / components, please contact customer service for free replacement parts or e-mail us at “*replacement@eleganthf.net*”
- (5) All shipping damage claims must be filed upon receipt of the products with the delivery agent. Missing parts / component claims must be reported to us within 3 months of delivery date. Proof of original purchase must be verified before we are able to process the request. Please provide purchaser’s name, date of purchase, where you purchased this product from, and the original order number or tracking number.
- (6) Depending upon the specific circumstances of each claim, we may require the unit to be returned to us or that pictures of the damage/defect be e-mailed to us. If we require the unit to be returned, it will be returned on our account and the shipping will be paid for by us.
- (7) Color “too dark” or “too light” is a personal opinion and is not covered by this warranty.
- (8) Buyer’s remorse returns will be subject to a 35% re-packing fee and the consumer will be responsible for freight charges.
- (9) All returns must be pre-authorized and the consumer must obtain an RA number first; unauthorized returns will not be accepted or processed.