



MANUFACTURER LIMITED WARRANTY

Manufacturer's Limited Warranty

At FERCO HOME, we test all our chairs to ensure that the products are durable for customer's use. All tests are carried out according to international standard to ensure that the structures of our chairs retain their stability and the cushions retains their resilience and comfort. This warranty we offer is a proof that our chairs can withstand being used often for domestic and for a long period of time and thereby provide an assurance for our customers.

All warranties are to the original purchaser only and are non-transferable. FERCO HOME warrants the original purchaser that our products will be free from manufacturing defects in materials and workmanship from the date of purchase for a period of TEN (10)* or FIVE (5)** years. This warranty applied to domestic and commercial use respectively. The original purchase receipt is required as proof purchase.

For product or part warranty, please refer below:

***Domestic Use:**

- Ten (10) years for structure
- Three (3) years for motor and electronic component

****Commercial Use:**

- Five (5) years for structure
- One (1) years for motor and electronic component

Exclusions

This warranty does not cover any damages cause by or resulting from;

- Abuse, misuse, failure to maintain or negligence;
- Modifications or alteration from original product by users or other parties.
- Improper cleaning or treatment methods or cleaning products
- Improper storing, incorrect assembling or installation
- Normal wear and tear, normal fading, cuts or scratches or chips, weathering or staining or discoloration, excessive soiling, abnormal use, damage caused by impacts or accidents
- Natural markings on leather upholstery such as scars, brands, grain variations, wrinkles, color variations, etc
- The chair mechanism is tested with a maximum load of 125 kg / 275 lbs. FERCO HOME will repair or replace at our option any part or parts of the warranted product found to be defective within the terms of the warranty. FERCOHOME will replace parts in accordance with the original terms of sale. Warranty is for PARTS ONLY and does not include transportation and labor costs associated with any warranty claim. Refunds are not available.



Liability

FERCO HOME assumes no responsibility for repairs to products sustaining damages resulting from user modifications, misuse, abuse, alteration, or negligent use of products. FERCO HOME is not liable for incidental or consequential damages resulting from any breach of warranty or non-conformance of the products.

Claims

Proof of purchase is required for all claims. Terms and conditions as below:

- If goods are purchased through authorized dealer or any authorized third (3rd) party seller, please contact them directly for warranty claims or replacement.
- If goods are purchased through direct manufacturer (FERCO HOME), all warranty claims must be notified via call or in writing to FERCO SEATING SYSTEMS (M) SDN BHD, NO. 46, LOT 3755, JALAN PEKAN SUBANG (JALAN 1D), KAMPUNG BARU SUBANG, 40150 SHAH ALAM, SELANGOR DARUL EHSAN, MALAYSIA. Tel: +60 (0)3 7831 8793. Email: marketing@fercohome.com, within Fourteen (14) days of the date that any defect is discovered or should have been discovered.