

# NORTH AMERICA LIMITED PRODUCT WARRANTY



Many of the products in the SIXINCH Collection are created via a unique foam coating process which is incredibly durable, yet subject to many of the same criteria and constraints as other products coated or covered with vinyl, leather, fabric and like wearable finishes. The SIXINCH warranty applies to the original purchaser within North America from the date of purchase. SIXINCH will repair, replace, or prorate, at our sole discretion, any product deemed defective by SIXINCH within the warranty timelines listed and when used in the conditions for which they were designed. SIXINCH products are designed for use as seating and/or table purposes only.

## **SIXINCH FOAM COATED PRODUCTS**

Foam structures and shapes shall be free of defects in materials and workmanship for a period of ten (10) years.

FlexPlus coated surfaces shall be free of defects in materials and workmanship for a period of six (6) years. SoftFlex coated surfaces shall be free of defects in materials and workmanship for a period of one (1) year. SoftFlex coated products are not warranted for outdoor use.

Softening and creasing will occur through normal use and is not a manufacturing defect. SIXINCH foam coated products will naturally have minor variations in the top coated finish, as it is a handcrafted material. These variations do not detract from the overall appearance, and are to be expected. Please refer to finish samples to better understand the "hand" this process creates. Coated surfaces can exhibit small aberrations in the paint surface over time including spot staining and/or slight cracking depending on depth and frequency of compression. FlexPlus coated products are subject to changes in surface sheen and may also be stainable under certain conditions such as outdoor applications where no regular cleaning is performed.

## **SIXINCH UPHOLSTERY**

SIXINCH warrants that upholstery applications shall be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. Softening of foam will occur through normal use and is not a manufacturing defect.

SIXINCH warrants upholstery fabric from the SIXINCH standard offering for a period of one (1) year against wear, under conditions of normal care and use. COM (Customer Supplied Material) shall carry no warranty by SIXINCH, beyond freedom from defects in application.

## **SIXINCH WOOD, STEEL, ALUMINUM AND PLASTIC COMPONENTS (STRUCTURAL AND EXPOSED)**

SIXINCH warrants all wood, steel, aluminum and plastic elements, including structural frames, tables, storage units and decorative accents to be free of defects in material and workmanship for a period of three (3) years from date of purchase.

## **SIXINCH ELECTRIC / ELECTRONIC COMPONENTS**

SIXINCH warrants all electric and/or electronic components to be free of defects in material and workmanship for a period of one hundred eighty (180) days from date of purchase.

## **LIMITATIONS AND EXCLUSIONS**

This warranty excludes characteristics of normal wear, including the normal wear or aging of fabrics, finishes, paint, powder coating, spray coatings, foam and filler materials, issues of cleanliness, and the natural variations in grain, color,

or texture of wood components. Normal wear in an outdoor setting will also be subject to temperature fluctuations outside of "livable norms", and fading of applied materials due to exposure to daylight is to be expected.

Whenever a special material finish is requested, SIXINCH will attempt to match buyer's special finish requests (via signed sample method) but assumes no responsibility if the approved sample does not meet the end user requirement.

Custom products (also known as Specials) convey the same warranties to craftsmanship and materials as standard products. Custom products require signed customer approval of relevant design drawings / documentation. SIXINCH does not warrant any customer approved custom product's fit or usability or if the approved product (via signed drawings / documentation) does not meet the end user requirement.

SIXINCH conveys no warranty for any customer specified material component such as fabrics, customer directed wood components, special upholstery materials or treatments, or any other customer-specified component. SIXINCH will simply apply the special component elements as directed. They shall be free from defects in workmanship per the original warranty statement.

This warranty excludes damage or defects to any product caused by abuse, negligence, abnormal usage, freight, storage / warehousing, accidents, improper maintenance, lack of routine maintenance, alterations, tampering, and/or improper installation. Like leather, vinyl and textiles, SIXINCH foam coated products are subject to staining from materials such as wine, coffee, etc. SIXINCH Care and Maintenance guidelines should be followed. Any product that arrives in a damaged carton must be photographed prior to unpacking and noted on the freight bill as part of the claims process. Note that certain foam coated products purposely designed without air release valves may not be transported via air or other manner where severe changes in air pressure occur. These products will be identified accordingly on product packaging.

SIXINCH products are used at the sole risk of the purchaser and any individuals using purchaser's services or products. SIXINCH assumes no liability for injury or damages resulting from normal use or abuse of SIXINCH products.

SIXINCH assumes no liability for labor, freight, injury, consequential or incidental damages, including any lost direct or indirect income or profits incurred by the original purchaser that may result from a defective SIXINCH product.

Warranties not expressly stated herein, including without limitations any implied warranties of merchantability and fitness for purposes are excluded and disclaimed by SIXINCH.

No employee or independent sales representative of SIXINCH is authorized to change these warranties in any way or grant any other warranty unless in writing and signed by a SIXINCH officer.

## **CLAIM PROCEDURE**

To submit a product warranty claim for evaluation contact SIXINCH at 574.538.2417, via fax at 574.534.1089, or by email at [info@sixinch.us](mailto:info@sixinch.us). You will be required to provide the date of purchase and photographs of the product failure in question. In certain circumstances, a representative acting on behalf of SIXINCH (e.g., an Independent Sales Representative, Furniture Dealer or SIXINCH associate) may make a site visit to review, document and assist in claim validation and resolution.