

## WARRANTY

All pieces carry a one-year limited warranty against manufacturing defects. Warranty period begins at date of invoice. When requesting a replacement, you will need to include either the original po#, s/o# or inv# showing it is within the one-year warranty. You will also need to include a photo of the defect as well as a photo of the back of the unit showing the production label.

## FREIGHT DAMAGE

We strongly recommend inspecting all product received from a carrier upon delivery. Note any and all damages on the bill of lading. If an item is delivered damaged contact your carrier at that time and file a claim. Most carriers only allow a 15-day window to file a claim.

When there is a question as to if product is defective or damaged in transit you will need to provide photos of the problem with the product and you will also need to include a photo of the production label located on the back of each piece along with either the original po#, s/o# or inv# showing it is within the one year warranty. We will then review the photos and if it is determined to be transit damage it will then become the responsibility of the dealer to file a freight claim with their carrier.

The attached price list is provided as a courtesy to our dealers. All prices are subject to change without notice and errors contained herein will not be Comfort Pointe responsibility.

## RETURNS AND ALLOWANCES

1. Handcrafted wood furniture and Upholstery has naturally occurring variances in materials; therefore, the dealer is responsible for a reasonable amount of deluxing prior to delivery to a consumer.
2. Should a defect in manufacturing occur, Comfort Pointe's responsibility is limited to repair or replacement of the merchandise at the original invoiced price.
3. Product repairs without Comfort Pointe prior written consent will not be accepted.
4. All merchandise returned for credit must be authorized in writing by Comfort Pointe. All unauthorized returns will be subject to a 20% restocking fee.
5. Comfort Pointe representatives can only recommend repairs, returns, replacements, and allowances. No automatic charge backs will be accepted.