

Man Wah Domestic After-Sales Service Policy

Article 1: Warranty Service

Product Name	Product Parts	Warranty period	Remark
sofa	Leather/imitation leather fabric	1 year	In accordance with the contents of the product warranty , under normal use (the 10-year warranty for functional iron frames applies to products produced after December 1, 2019 ; the 5-year warranty for technological fabrics applies to products produced after December 2019, and the previous warranty is 2 years; broken glass after receipt and scratches on exterior decorative parts after receipt are not covered by the warranty)
	cloth	1 year	
	Technology Fabric	5 years	
	Other parts of sofa	1 year	
	Functional iron frame	10 years	
Massage Chair	Massage chair fabric	1 year	
	Massage chair motherboard	1 year	
	Other parts of massage chair	1 year	
Packages	marble	1 year	
	other	1 year	

Note: During the warranty period, free warranty service is provided for products with quality problems not caused by human factors by presenting the warranty card or purchase receipt.

Article 2: National toll-free service hotline 400 852 1992

Article 3: Warranty Policy

Within 7 days (including the 7th day) from the date you purchased the Chivas product (based on the effective date of the warranty card, the same below), if the product you purchased has quality problems, you can choose to return, exchange or repair it; if you need to return the product, the full amount will be refunded, but a one-way shipping fee will be charged and the packaging materials will be retained.

Article 4: The following situations are not eligible for warranty service

If the product is found to have been modified, altered or repaired by unauthorized persons.

Failure to operate in accordance with the product warranty.

Failure or damage caused by acts of God, natural disasters, exposure to sunlight, fire, national war or accidents.

Wrong voltage, or damage caused by neglect and abuse.

Accessories or consumables.