

# Customer Service

## 10 Year Limited Residential Warranty

AMISCO hereby warrants the welding and the metal structure of its products for a period of ten (10) years of residential use. This warranty is also valid on the swivel plates of products sold after April 1st 2019. Wood, upholstered and Danish cord components have a one (1) year limited warranty. Metal, wood and upholstered products are warranted against damages caused by material and workmanship defects, occurring during a normal use and under the conditions for which the products are designed. The warranty does not cover normal wear of paint, lacquer, or upholstery covering.

Among other things, this warranty excludes decorative features, mattresses, support panels for mattresses, glass components, glides and other accessories. This warranty does not apply to defects resulting from improper use, care or assembly, from unauthorized repair or alteration or from negligence. This warranty does not cover transit and handling damages to products sold on the Internet or by catalogue, unless they are specifically designed and packaged for direct delivery to the consumer by AMISCO. Under this warranty, AMISCO will, at its discretion, repair or replace the defective part at no cost except for transportation, handling and shipping costs which will be charged to the purchaser. The replacement parts are included in this warranty for the remainder of the original warranty period.

This is a limited warranty, any defect not specifically covered herein is excluded. Where allowed under the law, AMISCO disclaims liability for all special, incidental and consequential damages.

### Claims and merchandise returns

If parts are missing or received damaged, contact Amisco within 30 days from your purchase date. All warranty claims must be sent in writing to AMISCO together with the original or photocopy of the original purchase receipt. AMISCO reserves the right to ascertain the basis for a request and to demand justification pieces. Defective merchandise may not be returned until receipt of AMISCO'S written authorization and shipping instructions are given. AMISCO reserves the right to replace merchandise deemed defective with similar merchandise of same value if original merchandise is no longer available.

### Paint Finishes

All AMISCO metal furniture are powder coated, which provides a durable and environmental friendly finish for indoor use.

### Semi-Transparent finish 51 Harley

AMISCO'S unique finish assure you that no two pieces will ever be identical since through this finish you are able to see details such as welding lines, sanding and other techniques bearing the touch of AMISCO'S many skilled metal craftsmen. A certain amount of discoloration of the steel in various spots is a natural occurrence in this process and should not be considered a defect.