

PUT YOUR MIND  
AT EASE WITH



STEVE SILVER CO.  
CASEGOODS WARRANTY\*



## CASEGOODS LIMITED WARRANTY

Steve Silver Company warrants that its casegoods products are free of defects in material and/or workmanship attributable to manufacturing for a period of one (1) year from date of purchase to the original purchaser.

If a manufacturing defect is found, Steve Silver Company should be notified promptly of the defect and supplied a copy of the invoice and POD, if available. Inspection by a Steve Silver Company employee or representative may be necessary to verify that a manufacturing defect exists, or may be required to submit samples to Steve Silver Company along with a digital image of the defects.

## LIMITATIONS & COVERAGE EXCLUSIONS

All warranties are to the Steve Silver Company retailer and are not transferable under any circumstances. It is the retailer's responsibility to contact Steve Silver Company with a claim. Steve Silver Company does not handle claims from consumers directly; all requests must go through the retailer who sold the merchandise to the consumer.

**Implied Warranties:** Steve Silver Company makes no implied warranties of merchantability or fitness for a particular purpose.

These and all other implied warranties are specifically disclaimed. By implied warranties, Steve Silver Company references warranties that the law sometimes implies to have been given by the seller, even though they are not documented in writing. (Some states do not allow an exclusion or limitation on the length of an implied warranty, so the above exclusions/limitations may not apply to you.)

**Place of Purchase:** This warranty protects Steve Silver Company purchases from Authorized Steve Silver Company Retailers only.

**Household Use:** This warranty applies only to Steve Silver Company furniture for normal indoor residential household use, and not for resale or commercial use, which includes rental, business and institutional or other non-residential use.

**Proper Care and Use:** Proper care and use are essential to preserving rights under this warranty. This warranty does not apply if Steve Silver Company merchandise is damaged by the use of detergents, abrasives or other harsh cleaning agents.

**Accidents, Abuse and Normal Wear & Tear:** This warranty does not cover damage resulting from negligence, abuse, normal wear and tear, or accidents: including (but not limited to) burns, cuts, scratches, tears, scuffs, watermarks, indentations or pet damage.

**Product Modifications:** Any product modification by retailer, consumer or other parties not authorized by Steve Silver Company will void this warranty.

**Floor Samples or As-Is Purchases:** This warranty does not cover floor samples or products designated "as is" at time of purchase.

**Variations from Floor Samples or Literature:** Because of craftsmanship or use of natural materials in Steve Silver Company products, normal variations can occur from piece to piece. This warranty does not cover such differences. Nor are variations from printed illustrations covered.

**Consequential or Incidental Damages:** Steve Silver Company will not be liable for any loss, expense or damage other than to the furniture itself that may result from a defect in the furniture. (Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations/exclusions may not apply to you.)

**All Products:** In the event a defect is found, repair or replacement under this warranty is at the sole discretion of Steve Silver Company. Refunds are not available. Cost for labor, packaging and shipping from the warehouse distribution center, if it is necessary, is covered by Steve Silver Company for a period of one (1) year. Steve Silver Company will pay reasonable and customary labor rates to replace or repair the defective parts and shipping costs from the retailer to Steve Silver Company.

**Your Warranty Rights:** This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Except for such other rights, the remedies provided under this warranty state the limit of the responsibilities of Steve Silver Company.

## SERVICE & RETURN GUIDE

1. Check all shipments immediately and refuse any item that has obvious damage. Contact Steve Silver Co. Customer Service and advise your sales representative that the delivery or item has been refused due to freight damage.
2. Report any warranty claims within one year from date of purchase to Steve Silver Co. Customer Service Department at 800-344-7278.
3. Replacements that can ship UPS will be sent immediately. Replacements that ship Common Carrier will have to be added to your next order. A Steve Silver Company Customer Service Representative will be able to tell if the item you need replaced can be sent UPS and issue an UPS Call Tag or schedule a pick up with a freight company to return any defective merchandise.
4. For merchandise that needs a part, i.e. legs, arms or hardware, it will be sent on a no-charge basis, as long as the merchandise was received within the last 1 year. If replacement glass is needed, it will need to be added to the next order; glass shipped alone does not travel well and is usually broken on receipt.
5. Replacements will not be shipped on a no-charge basis; credit will be issued when the defective merchandise is returned back to Steve Silver Co.
6. When faxing a defective item report please remember that each item has its own item number, i.e. a CH4242T is a tabletop, and CH4242B is a base. Please include the item number of the piece you are reporting as defective. This will ensure you get the correct item or part, and your credit is correct on your account.