



## **Warranty**

Nuans Design ("Nuans") warrants that all lines of merchandise represented and distributed by Nuans is manufactured in accordance with high industrial and design standards and is warranted to be free from defects of material and workmanship for a period of (3) three years. Warranty coverage begins on the date the unit was originally sold by Nuans.

This warranty covers goods under normal use and is in service under conditions for which the merchandise is designed.

## **Warranty Limitations**

Nuans' limited warranty does not cover defects, damages, or failures caused by the common carrier, user, or other persons, pets, or rodents, or resulting from, without limitation, any of the following: careless handling, modifications of any type, for any reason, incorrect use or any use in a manner inconsistent with the design of the furniture (i.e. standing on a chair, which should only be used for seating), lack of routine proper maintenance, use of abrasive or improper cleaners, or acts of nature, such as lightning, floods, earthquakes, etc. In addition, Nuans will not be responsible for incidental or consequential damages or losses from any cause including its own negligence, including without limitation loss of time, inconvenience, or commercial loss. This limited warranty does not include: labor, transportation, or other costs incurred in the shipment of the original unit, or loss of use damage, including loss of sales, profit, or business advantage of any kind under any circumstances. Furniture is excluded from warranty coverage if any addition, deletion, or modification of any kind whatsoever has been made to the unit. Nuans' liability hereunder shall not exceed the amount paid for the original piece of furniture. Nuans will replace or repair the piece of furniture at Nuans' availability. Warranty coverage is provided in the United States of America only.

Our obligation during this warranty period is limited to repair or replacement at our option. We offer no warranty on chair upholstery materials, operating components, other than those expressed by the manufacturer of those components.

This warranty becomes null and void on any goods repaired or altered by any person not so authorized by Nuans or its manufacturers or any merchandise which has been subject to misuse, improper storage, including placing chairs seat down on tables, negligence, or accident.

We make no other warranties either expressed or implied as to any matter whatsoever, including without limitation, the condition of the merchandise, its merchantability, or its fitness for any particular user or purpose.

**Nuans Design**

155 6<sup>th</sup> Street, Hoboken, NJ 07030 | p. 201.345.55.50 | [nuansdesign.com](http://nuansdesign.com)



## **Warranty Support**

For damage and parts support email: [contact@nuansdesign.com](mailto:contact@nuansdesign.com)

All claims will be processed by the Customer Service Department. All returns must be authorized in writing. Merchandise authorized for return and subsequent repair or replacement shall be removed from service, all shipping and installation charges shall be at the expense of the customer. Since furniture is installed and used under a variety of conditions, users are required to make inspections every six months to look for damage or signs of structural fatigue incurred in daily handling, use, or abuse. Inspections must include, but are not limited to, the tightening of bolts and fasteners, and the lubrication of mechanisms. Failure to properly maintain Nuans products will void this warranty.

## **Return Policy**

Please inspect your purchase immediately upon delivery. If there is a problem with your order, contact our Customer Service team at (201) 345-5550 within three (3) days of receipt. You may also contact us at [contact@nuansdesign.com](mailto:contact@nuansdesign.com). If you receive a damaged, defective or incorrect item, we will work with you to make things right. If you wish to return an item, your refund will be reduced by a restocking charge equal to 30% of the purchase price and you will be responsible for outbound and return shipping and delivery charges. Returns must be received in original condition within 30 days. Credit card orders will receive refunds in the form of a credit back to the original account. Check and cash payments will be returned via a refund check. Please be aware that furniture is susceptible to damage during transit. We take great care to pack shipments so that they will arrive safely, so be sure to retain the original packing materials, original receipt and all merchandise tags for any item that you wish to return to us. You may have to provide supplementary packing materials if the outer carton has been worn during the original trip out to you. Standard Shipping and White Glove Delivery Service charges are not refundable. We do not accept any returns or exchanges on custom or special order furniture.

## **Cancellation Policy**

In-stock items normally ship within 24–48 hours after an order has been placed. If you order by credit card, your card will be charged as each item is shipped. We will accept cancellation of your order for items that have not shipped or that are on backorder. Once an item has shipped, cancellation is not possible. Custom and special order items cannot be cancelled.