



Warranty

Nuans Design ("Nuans") warrants that all lines of merchandise represented and distributed by Nuans are free from material and workmanship defects for a period of (3) three years. Warranty coverage begins on the date of sale by Nuans.

Warranty Limitations

Nuans' limited warranty covers goods under normal use and conditions for which the merchandise is designed. This warranty does not cover defects or damages caused by carriers, users, other persons, pets, or rodents. It does not apply to defects or damages resulting from:

- Careless handling or accident
 - Modification of any type by any person not authorized by Nuans or its manufacturers
 - Incorrect use or any use in a manner inconsistent with the design of the furniture
 - Exposure to weather or acts of nature
 - Improper storage or negligence
 - Use of abrasive or improper cleaners or lack of routine maintenance.
- Nuans requires users to inspect merchandise every 6 months for damage or signs of structural fatigue incurred in daily handling, use, or abuse. Inspections must include the tightening of bolts and fasteners and the lubrication of mechanisms. Nuans will not be responsible for incidental or consequential damages or losses including loss of time, inconvenience, or commercial loss. It does not include loss of use, sales, profit, or business advantage. Labor, transportation, or installation costs incurred in the shipment of original and replacement units are not included.

Nuans offers no warranty on chair upholstery materials or operating components other than those expressed by the manufacturer of those components. We make no other warranties regarding the condition of the merchandise, its merchantability, or its fitness for any particular user or purpose.

Nuans' liability shall not exceed the amount paid for the original piece of furniture.

Nuans will offer repairs and replacements at our option and availability. Warranty coverage is provided only in the United States of America.



Please email sales@nuansdesign.com for warranty claims. All claims are processed by our Customer Service Department. Written authorization is required for returns, repairs, or replacements, and all shipping and installation costs are the customer's responsibility.

Cancellation Policy

Nuans Design accepts cancellations for orders that have not yet shipped or are on backorder. However, once an item has shipped, cancellations are no longer possible. Please note that custom and special order items cannot be canceled at any time.

Return Policy

We kindly request that orders be opened and thoroughly inspected upon receipt. Should you receive a damaged, defective, or incorrect item, please contact our Customer Service team at (201) 345-5550 or sales@nuansdesign.com with photographs and a detailed description within 7 days of delivery. Damages must be documented on the Bill of Lading (BOL), or the shipment should be refused. Note that all claims for damages must be submitted within 7 days of receipt. Nuans Design is not responsible for replacing damaged products if these guidelines are not adhered to.

All returns require prior written authorization. If a return is desired, refunds will be adjusted by a restocking fee of 30% of the purchase price. Returns must be received in original condition within 30 days. The customer is responsible for return shipping costs, and please note that charges for Standard Shipping and White Glove Delivery Service are non-refundable. Nuans Design does not accept returns or exchanges on custom or special order furniture.

Sample items must also be returned in their original condition. The customer will bear the full replacement cost for any samples returned in a damaged state.

Refunds for credit card payments will be processed as a credit to the original account. Refunds for payments made by check or cash will be issued via a refund check. Additionally, credits may be retained and applied to future purchases.