



## **Warranty**

Nuans Design ("Nuans") warrants that all lines of merchandise represented and distributed by Nuans is free from defects of material and workmanship 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, 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 in the United States of America only.

Please e-mail [info@nuansdesign.com](mailto:info@nuansdesign.com) for warranty claims. All claims will be processed by the Customer Service Department. Authorizations for return and subsequent repair or replacement must be received in writing and all shipping and installation charges shall be at the expense of the customer.



### **Cancellation Policy**

Nuans Design will accept cancellations for orders that have not yet shipped or are on backorder. Once an item has shipped, cancellation is no longer possible. Custom and special order items cannot be cancelled.

### **Return Policy**

We kindly ask that orders be opened and inspected upon receipt. If you receive a damaged, defective or incorrect item, please contact our Customer Service team at (201)345-5550 or [info@nuansdesign.com](mailto:info@nuansdesign.com) with photos and a detailed description. Damages must be noted on the BOL or the shipment is to be refused. Please note that all damage claims must be made within 3 days of delivery. Nuans is not liable for replacement of damaged product that does not follow this policy.

All returns must be authorized in writing. If you wish to return a product, refunds will be reduced by a restocking charge equal to 30% of the purchase price. Returns must be received in original condition within 30 days. Please note that the responsibility of the return shipping cost lies with the customer. Standard Shipping and White Glove Delivery Service charges are not refundable. Nuans Design does not accept any returns or exchanges on custom or special order furniture.

Samples must be returned in original condition. The customer will be responsible for the full cost of any samples returned damaged.

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. Credits can also be retained and used toward a future purchase.