

# WARRANTY

## **SIXINCH FLEXPLUS™ COATING**

Many of the products in the SIXINCH Collection are created via a unique foam coating process which is incredibly durable, yet subject to many of the same criteria and constraints as other products coated or covered with vinyl, leather, fabric and like wearable finishes. The SIXINCH warranty applies to the original purchaser within North America from the date of purchase. SIXINCH will repair, replace, or prorate, at our sole discretion, any product deemed defective by SIXINCH within the warranty timelines listed and when used in the conditions for which they were designed. SIXINCH products are designed for use as seating and/or table purposes only.

## **FOAM TOLERANCES CAN VARY!**

When placing your order, please ensure tolerances listed below fit into specified space.

0" to 2" = +/- 1/16"

2" to 36" = +/- 1/8"

36" or more = +/- 1/4"

Angles +/- 1°

FlexPlus™ coated surfaces shall be free of defects in materials and workmanship for a period of three (3) years. FlexPlus coated products intended to be used in non-standard furniture applications (i.e. stood on, walked on, or in "heavy use") shall be free of defects in material and workmanship for a period of one (1) year. FlexPlus coated products intended to be used in applications other than furniture uses (i.e. as "toys", building blocks, or without a wood base/glides) will not be covered under warranty.

Softening and creasing will occur through normal use and is not a manufacturing defect. SIXINCH foam coated products will naturally have minor variations in the top coated finish, as it is a handcrafted material. These variations do not detract from the overall appearance and are to be expected. Please refer to finish samples to better understand the "hand" this process creates. Coated surfaces can exhibit small aberrations in the paint surface over time including spot staining and/or slight cracking depending on depth and frequency of compression. FlexPlus coated products are subject to changes in surface sheen and may also be stainable under certain conditions such as outdoor applications where no regular cleaning is performed. During this (3) year period, SIXINCH will repair or replace free of charge, such products that prove to be defective. Labor and freight charges are not included for warranty related work.

## **SIXINCH UPHOLSTERY**

SIXINCH warrants that indoor upholstery applications shall be free from defects in materials and workmanship for a period of five (5) years, while outdoor upholstery applications shall be free from defects in materials and workmanship for a period of three (3) years, all from the date of purchase. Softening of foam will occur through normal use and is not a manufacturing defect.

## ***INDOOR UPHOLSTERED PRODUCTS (5) YEAR LIMITED WARRANTY***

SIXINCH guarantees upholstered products only to be free from defects and that the upholstery is tailored according to product specifications. SIXINCH offers no warranty, either implied or expressed, on any fabrics, vinyls (indoor/outdoor), or leathers. Fabrics and leathers carry warranties from the fabric manufacturer or reseller, and most contract fabrics and leathers have only a one to two year warranty period. Please refer to each resellers warranties before specifying. Because every fabric specification is different and application for use must be taken into consideration, SIXINCH shall not be held responsible in any manner

for wrong specification of material (fabric, vinyl, leather), and SIXINCH does not guarantee specified material for tailoring, wear, durability, or light fastness. SIXINCH makes no warranty of any kind with respect to "customer's own materials" (COM), "customer's own leathers" (COL), or non-standard materials selected by and used at the request of the purchaser. During this (5) year period, SIXINCH will repair, replace, or prorate, at our sole discretion, any product deemed defective by SIXINCH within the warranty timelines listed and when used in the conditions for which they were designed. Labor and freight charges are not included for warranty related work.

## ***OUTDOOR UPHOLSTERED PRODUCTS (3) YEAR LIMITED WARRANTY***

SIXINCH upholstered products designated for outdoor use is warranted under the same terms as the indoor products, to the original customer, to be free from defects in materials and workmanship for a period of three (3) years. During this (3) year period, SIXINCH will repair, replace, or prorate, at our sole discretion, any product deemed defective by SIXINCH within the warranty timelines listed and when used in the conditions for which they were designed. Labor and freight charges are not included for warranty related work.

In addition to the limitations described above for indoor products, this warranty for outdoor products does not apply to damage or defects resulting from exposure to outdoor conditions such as high winds, heat, cold or humidity.

This outdoor products warranty is limited to products used in standard work environments.

We recommend storing cleaned, dry furniture under cover or covering it when not in use to protect it from debris and inclement weather. With proper care and maintenance, the product will maintain its structural integrity, and:

- Powder coated MDF surfaces should resist fading and cracking
- Powder coated metal finishes should resist fading and cracking
- Steel may develop small rust spots over time in places where damage has occurred, such as chipping, scratches or abrasions

This warranty does not cover those parts of the product which are exposed to abrasion during use.

## **SIXINCH WOOD, STEEL, ALUMINUM AND PLASTIC COMPONENTS (STRUCTURAL & EXPOSED)**

SIXINCH warrants all wood, steel, aluminum and plastic elements, including structural frames, tables, storage units and decorative accents to be free of defects in material and workmanship for a period of three (3) years from date of purchase. This warranty does not extend to color, grain, or texture of natural materials, such as wood, marble or leather, or other natural variations over which SIXINCH has no control. SIXINCH does not warrant matching of color grain or texture.

## **SIXINCH ELECTRIC / ELECTRONIC COMPONENTS**

SIXINCH warrants all electric and/or electronic components to be free of defects in material and workmanship for a period of one hundred eighty (180) days from date of purchase.

# WARRANTY

## LIMITATIONS AND EXCLUSIONS

This warranty excludes characteristics of normal wear, including the normal wear or aging of fabrics, finishes, paint, powder coating, spray coatings, foam and filler materials, issues of cleanliness, and the natural variations in grain, color, or texture of wood components. Normal wear in an outdoor setting will also be subject to temperature fluctuations outside of “livable norms”, and fading of applied materials due to exposure to daylight is to be expected.

Whenever a special material finish is requested, SIXINCH will attempt to match buyer’s special finish requests (via signed sample method) but assumes no responsibility if the approved sample does not meet the end user requirement.

Custom products (also known as Specials) convey the same warranties to craftsmanship and materials as standard products. Custom products require signed customer approval of relevant design drawings / documentation. SIXINCH does not warrant any customer approved custom product’s fit or usability or if the approved product (via signed drawings / documentation) does not meet the end user requirement. SIXINCH conveys no warranty for any customer specified material component such as fabrics, customer directed wood components, special upholstery materials or treatments, or any other customer-specified component. SIXINCH will simply apply the special component elements as directed. They shall be free from defects in workmanship per the original warranty statement.

This warranty excludes damage or defects to any product caused by abuse, negligence, abnormal usage, freight, storage / warehousing, accidents, improper maintenance, lack of routine maintenance, alterations, tampering, and/or improper installation. Like leather, vinyl and textiles, SIXINCH foam coated products are subject to staining from materials such as wine, coffee, etc. SIXINCH Care and Maintenance guidelines should be followed. Any product that arrives in a damaged carton must be photographed prior to unpacking and noted on the freight bill as part of the claims process. Note that certain foam coated products purposely designed without air release valves may not be transported via air or other manner where severe changes in air pressure occur. These products will be identified accordingly on product packaging.

SIXINCH products are used at the sole risk of the purchaser and any individuals using purchaser’s services or products. SIXINCH assumes no liability for injury or damages resulting from normal use or abuse of SIXINCH products. SIXINCH assumes no liability for labor, freight, injury, consequential or incidental damages, including any lost direct or indirect income or profits incurred by the original purchaser that may result from a defective SIXINCH product.

Warranties not expressly stated herein, including without limitations any implied warranties of merchantability and fitness for purposes are excluded and disclaimed by SIXINCH. No employee or independent sales representative of SIXINCH is authorized to change these warranties in any SIXINCH product.

## MANDATORY WARRANTY CLAIM PROCEDURES

To submit a product warranty claim for evaluation, please contact SIXINCH customer support by email: [support@sixinch.us](mailto:support@sixinch.us). You will be required to provide the date of purchase and photographs of the product failure in question. In certain circumstances, a representative acting on behalf of SIXINCH (e.g., an Independent Sales Representative, Furniture Dealer or SIXINCH associate) may make a site visit to review, document and assist in claim validation and resolution. For any warranty replacements, SIXINCH will pay for ground shipping only – you will be charged the difference between ground shipping and any expedited shipping requested by you. SIXINCH will make its best efforts to remedy warranty issues as quickly as possible, but cannot guarantee immediate availability of replacement parts or products.

SIXINCH products are used at the sole risk of the purchaser and any individuals using purchaser’s services or products. SIXINCH assumes no liability for injury or damages resulting from normal use or abuse of SIXINCH products.

SIXINCH assumes no liability for labor, freight, injury, consequential or incidental damages, including any lost direct or indirect income or profits incurred by the original purchaser that may result from a defective SIXINCH product.

Warranties not expressly stated herein, including without limitations any implied warranties of merchantability and fitness for purpose are excluded and disclaimed by SIXINCH.

This warranty is valid January 1st, 2024