



LIMITED FIVE YEAR WARRANTY

Alexander & Willis custom-made furniture is built to the highest standards and is warranted free from defects in material and workmanship for (5) years, from date of delivery and installation.

Alexander & Willis will repair or replace with such Product as shall prove to be defective, during normal usage in accordance with manufacturer's specifications.

Alexander & Willis will not be liable for defects wholly attributed to the normal manufacturing process. Replacement or repair of the Product shall be the sole remedy of the Customer, and the manufacturer shall not be liable for any direct, indirect, incidental, or consequential loss or damage suffered by the Customer by reason of any defect in workmanship or manufacturer of the Product or inability to use the Product. Moreover, this warranty does not cover accidental damage, abuse, alteration, ordinary wear and tear of Product, negligence, and misuse nor variations over which we have no control, such as heat or humidity or damage to which the Products are connected that is not attributable to the failure of the Product themselves.

The Limited Warranty is valid for one (5) years from the date of purchase or invoicing and includes all seaming, inner core materials in upholstered goods, delamination of laminates, wood veneers and solid woods or defects in coatings and finishes as a result of defective materials and or workmanship.

This Limited Warranty does not cover 3rd party mechanical or electrical components, fabrics, leathers and vinyl's included in the finishing of custom goods and services. Such items are covered under their respective manufacturer's warranty. Repairs and or replacement because of these product failures are not covered under our warranty.

It is the responsibility of the customer to notify Alexander & Willis of existing defects in product or material within a reasonable time frame, or within 10 days from time of appearance or occurrence. You may contact our office at (310) 225-4775, Monday through Friday, 8 a.m. to 5 p.m. and speak with Customer Service for care and resolution.