Billion Gold Warranty Statement

BILLION GOLD warrants all BILLION GOLD branded products to the original purchaser only, to be free from defects in materials and workmanship, given normal use and care, for a period of:

- **Moving metal parts which include glides, slides, handle** **3 Years**
- **Wood Veneer** **3 Years**
- **Sofa Seating** **3 Years**

from date of delivery, except as noted below. During this period, BILLION GOLD will replace the products or components proven to be defective.

Exclusions

This warranty does not apply to:

- Any defect in the Products arising from any drawing, design or specification supplied by the purchaser;
- Any defect arising from the normal wear and tear (such as dents, nicks, scratches, fading and improper maintenance), willful tampering, abuse, negligence, abnormal working conditions, improper installation or through attempts to utilize the Products under conditions which exceed the designed capabilities, failure to follow BILLION GOLD instructions (whether oral or in writing), misuse or alteration or repair of the Products without BILLION GOLD's approval;
- Modification, alteration or substitution of components, assemblies or products, without prior written authorization from BILLION GOLD,
- Any damages caused by improper treatment of the product including exposure to unusual environmental conditions (including, but not limited to, extreme heat, cold, dryness, humidity, sunlight and lack of ventilation);
- Any parts, materials, accessories or equipment not manufactured by BILLION GOLD in respect of which the purchaser shall only be entitled to the benefit of any such warranty or guarantee as is given by the producer to BILLION GOLD; and
- Any damage made in shipment or storage.
- Customers' Own Material and the Cable Management System
- All Sofa Seating products is warranted base on a single shift (40 hours per week). Usage beyond the 40 hours per week will result in a reduction of the warranty in proportion to the increased usage

Natural variations

It occurs in materials such as wood veneers sheet and leather are not considered defects, and BILLION GOLD does not warrant the matching of color, pattern, grain, texture or color-fastness of such materials. The following also not covered under this warranty:

- Changes in wood color resulting from exposure to light or aging
- Natural color variation between wood veneer and solid wood pieces
- Natural color variation resulting from veneer lay-up
- Natural variation in wood grain or the presence of character marks
- Exact matching to swatch cards

To Obtain Benefit under this Warranty

A written claim must be made to BILLION GOLD including a description of the merchandise, claimed defect, photos of the defect parts, and the date delivered. Original product label must be attached to the product in question and allow a reasonable amount of time for inspection and review.

BILLION GOLD reserves the right to determine whether to provide replacement parts, authorize repairs or replace the products subject to the product in question is eligible under the conditions of the warranty as stated above

This warranty supersedes all previously printed BILLION GOLD warranties.

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