

## **Warranty Policy of Supreme Furniture**

*(Effective from 15th Nov 2024)*

We are pleased to offer a **40-MONTHS** warranty on various Chairs, Tables & Almirah Range to end customers. This warranty is applicable from the date of invoice subject to the following terms & conditions:-

1. Supreme offers a 40-month warranty on the sale of its Monobloc chairs, Premium unpainted chairs, Plastic Moulded Tables and Almirah range to end customer from sales billing date of customer.
2. The warranty is applicable only on submission of GST bill issued by Retailers/Dealers to end customers irrespective of date of manufacturing of furniture. The bill must mention the name & color of chair model.
3. The warranty policy is applicable for sales made to end customer from 15th Nov'2024 onwards.
4. The warranty is against breakage due to manufacturing defects only. Any breakage/damage due to misuse, arson, fire, natural calamity, riots, tempering etc. is not covered under this warranty policy.
5. Claims for replacement against normal wear & tear or fading will not be accepted under the warranty policy.
6. In case of assembly items such as Almirah range, Tables etc only damaged parts will be replaced instead of complete product.



7. For Monobloc, Premium unpainted & Non-Premium items, piece to piece replacement to be provided by retailer if the customer claim fulfills warranty terms. However, depreciation charges will have to be paid by the customer based on duration of purchase as per following norms:
  - a. Claim for items purchased under warranty policy within 12 Months from the date of customer billing – Zero Depreciation, full replacement.
  - b. Claims for items purchased under warranty policy after 12 Months but before 24 Months from the date of customer billing – 25 % depreciation will be applicable.
  - c. Claims for items purchased under warranty policy after 24 Months but before 40 Months from the date of customer billing – 50 % depreciation will be applicable.
8. The warranty policy is not applicable on Baby furniture, Stools, Shell, Premium Painted items, Blow Moulded Furniture & Roto Moulded products.
9. In case of bulk rejection/replacement, the replacement will be given only after approval from the company. Such claims should be informed by the retailer/distributor to the company with all details, customer invoice copy and the photographs of the damaged product basis which the company may depute QC person for inspection and confirm replacement of damaged products under warranty policy.
10. The company will accept the claim as per new warranty policy only for stocks which are accompanied with sales bill of consumer.
11. For items not covered under the extended warranty policy, an existing warranty policy will be applicable.

