



m.a.d. Limited Warranty:

January 2018

m.a.d furniture design co. ltd. of Unit 1213, 12th Fl., Delta House, 3 On Yiu Street, Hong Kong, warrants the products sold by it to be free from defects in material and workmanship for the warranty periods specified below.

This limited warranty covers the sales of m.a.d. products in China (including Hong Kong SAR) and India.

Seating:

- 3 years - m.a.d. seating products except hi-wear parts
- 1 year - hi-wear parts

Desks, Tables:

- 3 years - m.a.d. desking products

Surfaces:

- 3 years - Standard textiles, upholstery, wood veneers, standard leather

The warranty period is valid from the date of delivery to the customer and is non-transferable. During the warranty period, m.a.d., as its sole obligation, will repair or replace any product, part, or component covered by this warranty which fails under normal use as a result of a defect in material or workmanship. m.a.d. will replace or repair the aforementioned product, part or component with a comparable product, part or component. A refund or credit of the purchase price for the affected product, may be offered at m.a.d.'s sole discretion, if m.a.d. determines that repair or replacement is not commercially practical .

Any product, part or component must have been used according to the m.a.d. published user guidelines. Failure to apply or maintain products according to the m.a.d. guidelines will void the warranty.

m.a.d. does not warrant product defects, failure or loss resulting from:

- Normal wear and tear
- Abuse, misuse or accident
- Modification of the original product
- Use in more than one shift per single day
- Exposure to extreme environmental conditions or improper storage

Warranty does not cover:

- Natural variations in wood grain or figure or presence of character marks
- Changes in surface finishes, including colour fastness, due to aging, exposure to light or direct sunlight.

m.a.d. furniture design co. ltd.
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- Marks, scars or wrinkles occurring naturally in leather
- Piling of fabrics
- Matching of colours, grains or textures of natural materials
- Colorfastness or the matching of colours of textures or surface finishes, including an exact match to cuttings, samples or swatch cards
- Damage, marking or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp or hard objects or imprinting from writing surfaces
- Damage or marking of materials or abrading of textiles over time caused by sharp or foreign objects.

COL/COM:

Please note that m.a.d. does not offer a warrantee on leather or textiles, delivered to m.a.d. by the customer and products manufactured according to the customer specifications.

Except as stated above, m.a.d. will not be liable for any loss of time, inconvenience, commercial loss, or incidental or consequential damages.

Effective January 2018
Subject to change without notice
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