



**m.a.d. Limited Warranty:**

June 2020

m.a.d furniture design co. ltd. of Unit 1213, 12<sup>th</sup> 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.

**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 purchasing customer and is non-transferable. The warranty does not apply to temporary, placeholder, or rental uses. This Limited Warranty does not apply to product that were used as a floor sample, display model, or was moved to a new physical location; any product(s) purchased 'as is' or with discounted pricing due to damage or defect; any merchandise purchased at a sales event. 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. Warranty is null and void if furniture has been moved from Buyers' original point of delivery and / or is damaged during the moving or transit process. m.a.d. has full authority to deem regarding the above.

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

**m.a.d. furniture design co. ltd.**  
[www.madfurnituredesign.com](http://www.madfurnituredesign.com)

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- Changes in surface finishes, including colour fastness, due to aging, exposure to light or direct sunlight.
- Marks, scars or wrinkles occurring naturally in leather
- Soiling, stains, or dye transfer from clothing including denims or other dyes or oils
- 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.
- All dimensions listed on the m.a.d. website and specifications and sales materials are approximate to within 1.5 inches (38mm). This variability is due to the handmade nature of the products and expansion and contraction of wood products. The Buyer assumes all risk regarding determination of the product's correct size and fit into Buyer's intended space. In no event shall a mistake in size or fit of the goods, due to Buyer error, result in invalidation of any order or require any refund to Buyer.

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.

This limited warranty covers the sales of m.a.d. products sold in North America (USA, Canada, and Mexico).

Contact Information:

[Hello@madfurnituredesign.com](mailto:Hello@madfurnituredesign.com)

Effective June 2020  
Subject to change without notice  
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