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Warranty Thai Handmade Products

Effective Jan 1st, 2017

We are proud of the fine quality and craftsmanship of our furniture and therefore guarantee our work by this limited warranty.

What is Covered

Strata Furniture, Inc. warrants to the consumer of this furniture a limited warranty against defects in the material or workmanship of this furniture for two years from the date of purchase.

What Strata Furniture, Inc. Will Do

Should any material parts or workmanship prove defective, Strata Furniture, Inc. will either repair or replace the defective product to the original purchaser. At all times, Strata Furniture reserves the right to substitute materials of like quality if the original product is unavailable. Strata Furniture will not be responsible for any freight charges incurred in repairing or replacing the product.

Household Use

This limited warranty applies only when you have purchased or received by gift this furniture for your own normal indoor household use and not for resale or commercial use, including rental, business, floor model and institutional or other non-residential use.

Variations

As with all natural exotic wood products there will be some slight variation in color, texture, and finish color. This is mainly due to the underlying natural wood tones, which the translucent oil is applied over, creating a truly unique, one-of-a-kind, functional work of art. Products could have visible marks from tools used, patches from small repairs, knot holes, natural inclusions, and/or worm holes. There will be various separations or cracks on your piece when it arrives. These naturally occurred as the wood was dried and shrank. Over time, some continued shrinkage may accentuate existing separations or generate new ones. This does not compromise the structural performance or integrity of the wood and is considered inherent to the natural beauty of the design. These variations are not considered flaws and not acceptable reasons for returns.

All of our products are natural and handmade. Therefore sizes are just an approximation but are generally within plus or minus 1/4". We cannot guarantee the products are perfectly square or flat. We do create useable and reasonably flat surfaces while highlighting the natural wood

inclusions and hand carved surfaces. We do not fill in or repair carving marks, or natural inclusions like knots and branch growths. Instead we sand to blend them in and assure smooth edges and surfaces that are useable. On some products we will use the same wood to fill in old worm holes and such. This warranty does not cover these differences described above or such differences between floor samples or printed materials and your furniture.

Normal Use

This warranty applies for conditions of normal use only. This warranty does not apply defects that result from accident, misuse, abuse, intentional damage, fire, flood, alteration, or modification of the product, negligence, exposure, or use of the product in a manner inconsistent with its intended use. Any product modification not authorized by us will void this warranty. This warranty does not cover floor samples or products purchased "AS IS" at the time of purchase.

Original Purchaser

This warranty protects you only when you purchase our products from an authorized Strata Furniture, Inc. retailer. This warranty applies only as long as the product continues to be held for use by the original purchaser. The warranty cannot be transferred to subsequent owners or users of the product, and it shall be immediately invalidated in the event that the product is resold, transferred, leased or rented to any third party or person other than the original owner.

How to Make a Claim

To obtain service under this warranty, please contact the Strata Furniture retailer from whom this product was purchased with the original proof of purchase. If your retailer is no longer in business, please email us at info@stratafurniture.com

Limitations

Any EXPRESS WARRANTY and IMPLIED WARRANTIES and any remedy for breach of contract not provided for herein are hereby EXCLUDED and DISCLAIMED. Under no circumstances shall we be liable to you or any other person for any SPECIAL OR CONSEQUENTIAL DAMAGES. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of special or consequential damages, so the above limitation or exclusion may not apply to you. IN NO EVENT WILL STRATA FURNITURE, INC.'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for such other rights, the remedies provided under this warranty state the limit of Strata Furniture, Inc.'s responsibilities.