

## **REFLECTIONS® GENERAL WARRANTY & CARE INFORMATION**

Reflections® warrants that all its products are shipped free of defects in materials and workmanship, according to acceptable Industry Standards. This Warranty is effective for 1 year from date of our invoice and applies to the original consumer when used in accordance with this Warranty. If a defect has developed, due to faulty construction during this period, Reflections® will, at its discretion have the option to determine how to best repair or replace the product at no cost except for transportation, handling and shipping costs which will be charged to the purchaser. This Warranty does not apply to defects resulting from commercial or institutional use, from improper use, care or assembly, from unauthorized repair or alteration or from negligence. When circumstances of use are beyond normal convention, service can be provided on a "charge" basis in most cases, as long as parts and styles are still current.

All warranty items that cannot be shipped by mail or are too large to ship by ground courier will be shipped out with other orders or can be sent out collect when we, or you, do not have arrangements with carriers to ship service replacements at no charge.

A copy of the customer's sales bill must accompany all service requests. Service will be provided through Authorized Dealers only, as we do not deal with the public. Legitimate claims should be made in writing and, should include the Invoice Number, Date of Purchase and, the exact nature of the problem. Reflections® naturally, has the right of inspection to determine if the product has been misused in any way. **Do not** return any merchandise to us, unless you have received an authorization number from our Customer Service Dept. Without this authorization number, goods will automatically be refused.

Reflections® **DOES NOT** pay for any outside labour claims, or give product markdowns. We replace the part, if proven to be under Warranty.

**RESPONSIBILITY IN CLAIMS:** Our responsibility ceases when goods are received for "in good order" by the transportation company and all claims for freight overcharge, shortages, or hidden damage to goods while in transit must be settled directly with the carrier. It is suggested that all cartons be opened and inspected in the presence of the delivering carrier before signing the freight bill especially if there is any suspicion of damage. While we will gladly assist you in collection of freight claims, they must under no circumstances be deducted in settlement of invoices.

**FABRICS & VINYL** - are carefully tested before being put into our line, therefore, these cannot be covered under our General Warranty. The manufacturer, however, will be consulted in unusual cases. Vinyls should be cleaned with a damp rag or, with mild detergent. Do not use harsh cleansers as they will deteriorate the protective surface and become hard and brittle, thus making them susceptible to easy tearing. The unauthorized uses of after market protectors will automatically void any mill warranty.

**LAMINATE TABLE TOPS** - are carefully inspected before shipping. Edges have been lined up to acceptable standards with table leaves shipped installed. Delamination is covered for 1 year with the exception of water damage occurring in leaf joints due to cleaning. Delamination caused by heated dishes and pots is not covered. Table leaves must be stored **FLAT** to minimize warpage, however, once removed, it is impossible to warranty due to changes in atmospheric conditions.

**GLASS** - has been carefully inspected for any imperfections before being packaged. Glass, being a fragile item, cannot be warranted once the carrier has signed and accepted this merchandise in perfect condition.

**PAINTED FINISHES** - most of our frames are coated with a special powder epoxy, which is then baked to a hard, tortoise-like finish. This is the finest finish in our industry and, will last a lifetime if treated properly. If, however, the finish is abused and marked, it can be easily repaired with our special "Magic Coat Instant Touch-Up," which is supplied with every set. It is also available for sale through our Customer Service Department.

**CHROME** - may be cleaned with any number of name brand specialty cleaners or, in some cases, just with a plain damp cloth. Stubborn black marks which appear like peeling, can in most cases, be easily removed with specialty cleaners or, a very small amount of cleanser.

**BRASS** - also fragile, is protected by a special, clear, baked on lacquer. We have provided a special "hang tag," which explains the care this product requires. As long as the customer has not abused the protective finish, the normal warranty applies.