



MARK Warranty Statment

MARK Product warrants the products manufactured by it to be free from defects in material and workmanship as follows: (a) seating, for a period of ten (10) years and (b) tables, for a period of ten years. "Defects" is defined as imperfections that impair the original function of the product.

During the applicable warranty period, MARK Product, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after June 1, 2011, which fails under normal use as a result of a defect in material or workmanship. MARK Product will repair or replace the aforementioned product, part, or component with a comparable product, part or component.

This warranty extends only to the original purchasers who acquire new a MARK product either direct or through authorised dealers and retailers, to whom MARK Product sell its goods.

Any product, part, or component must have been installed and maintained according to MARK Products's published instructions in order to be eligible for coverage under this warranty and must not have been subject to misuse or abuse. Any improper assembly, modification, alteration, attachment, misuse, abuse, or negligent use by the purchaser or the dealer will void this warranty.

This warranty covers all defects encountered in the normal use of MARK Product goods, but does not apply to the following:

- normal wear and tear and abnormal use of the products
- COM/COL (Customers Own Material/Leather) specified
- color, grain or texture of wood and other covering materials due to natural variations
- color change in wood, laminates or fabric due to weathering when exposed to sunlight and other environmental conditions because weathering will cause any colored surface to gradually lighten, darken, chalk or accumulate dirt or stains (the severity of these conditions depends on air quality, the geographic location of the property, and other local conditions over which MARK Product has no control)
- defects or damages arising out of the coverage of furniture tops with glass or other foreign materials
- assembly or handling of products after they leave our factory, including any lack of performance or improper performance in any way by the dealer or assembler
- damage caused by a carrier
- the application of paint, varnish or other coating or chemical not approved by MARK Product
- the application of heat or radiation from an external source such as a radiator, fire or refection from windows or doors

This warranty does not apply to the hardware used to assemble the furniture.

All cushions are warranted as limited life. Frequent turning and fluffing will extend the life of all cushions and fabrics. In the rare incidence that your cushion(s) needs to be replaced, you must supply the original invoice number. Our warranty is valid only if the furniture has received normal usage and has not been subjected to abuse. Cushion warranty is for the loss of cushion resiliency and not normal flattening or softening of cushions. Softening and flattening of cushions occur with foam and fibers as a result of regular use and aging and should not be considered manufacturing defects. MARK Product is not liable for delivery charges to ship replacement cushions.

All fabric is under the individual warranties of third party suppliers and any defects in performance will be redirect to the relevant party.

As the manufacturer of your furniture, MARK Product stands behind its craftsmanship and pledges to do everything it can to resolve, as quickly as possible. The original purchaser is responsible for providing proof of purchase and a written description of the defect. Possible solutions are replacement or repair of the defective furniture, replacement or repair of defective component, or authorisation of repairs by a third party.

Once documentation has been received and evaluated, the customer will be notified of the solution. If you encounter a defect covered by the foregoing warranty, please contact us:

email: enquiries@markproduct.com

head office and production: Rosemanowes Quarry, Herniss, Penryn, Cornwall TR10 9DU tel: (+44) 01209 860133
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