

WARRANTY POLICY

Lexta warrants the original purchaser that its products are free from defects in material and workmanship. Under warranty, if a product fails during normal use, and within the warranty period, as a result of a defect in material or workmanship, Lexta will, at its sole discretion, either repair or replace the product, part, or component with a comparable product, part or component. If Lexta determines the repair or replacement of the product(s) is not commercially practical, Lexta may elect to refund the purchase price of the affected product.

WARRANTY PERIOD

Upholstery Furniture

2-years warranty – Seating foam and framework.

Components and Other Furniture

2-years warranty for metal, timber, and other components and parts.

Custom-made/ Tailored Furniture

1-year warranty for custom and tailor-made furniture.

EXCLUSIONS

Lexta does not warrant:

- Fabric, leather, COM (Customer's own materials). These materials are subject to the original manufacturer's warranties only.
- Defects that result from normal wear and tear
- Defects that result from negligence, misuse or accidents
- Any condition resulting from incorrect or inadequate maintenance, cleaning or care
- Colour matching of grain, or texture of fabric, leather or wood
- Colour matching of textiles exactly to samples, swatches or prior purchases
- The colourfastness, dye lot variations, wrinkling, marks, scars or wear of fabric and leather
- Creasing and/or gathering of textiles during the upholstery application process
- Softening of filling materials under normal use
- Products that have been modified or altered, and any attachments to the product
- Products or parts not used, maintained or installed in accordance with LEXTA's installation, maintenance and/ or application guidelines
- Products exposed to extreme environmental conditions such as water damage or improper storage
- Excessive changes in surface finishes due to ageing or light exposure
- Natural variations in materials such as wood, fabric, and leather, which result in colours changing or fading over time or during use
- Damage caused in-transit by carriers
- Damage caused by dealers and their subcontractors or agents

WARRANTY REMEDY

This limited warranty is the sole remedy for product defect. No other express or implied warranty is provided, including but not limited to any implied warranties of merchantability or fitness for a particular purpose. Lexta shall not be liable for any loss of time, inconvenience, commercial loss, or any consequential, indirect or incidental damages. Buyer is responsible for freight to and from Lexta's factory on all warranty claims. In no event shall the responsibility of Lexta exceed the purchase price of the product or its replacement.

WARRANTY CLAIM

To make a warranty claim, please contact your original purchase dealer with the following details:

Order number, date of order, product name and item code, description of problem and photos of the item.