

Boss's Cabin 5 Year Limited Product & Service Warranty for India

An Assurance and A Pledge That We Stand Behind Our Products

Page 1 of 2 Effective April 2019

Warranty Terms

Boss's Cabin® 5-year limited product and service warranty covers all products, sold under Boss's Cabin brand & its legal owner East (India) Furniture Pvt Ltd as per the conditions set forth in this document. It warrants that for the first year of date of purchase all products, including the exceptions stated below, sold thus are free from all kinds of manufacturing defects, workmanship defects or failure to perform under normal and intended usage and as such shall be repaired, serviced or replaced in part or in full, free of all costs. Thereafter, for 4 years of normal & intended usage, the warranty covers service of failed parts or components only and not their cost except as stated in the document. The warranty applies to all Boss's Cabin products sold by East (India) Furniture Pvt Ltd and delivered in India. The warranty is valid for 5 years from the date of invoice to the original end user and is non-transferable. End user means the final buyer purchasing the product for his/her own use. Boss's Cabin will, in the first year of purchase, repair service or replace free of charge any part, component or material of all products which fail under normal usage. After the first year of purchase the warranty covers the cost of service only except where stated otherwise. All replacement costs, like cost of parts & shipping costs will be to the buyers account.

Boss's Cabin does not have any dealers, representatives or franchisees anywhere in India or elsewhere. Any products not directly purchased from Boss's Cabin and its legal owner East (India) Furniture Pvt Ltd shall not be covered by the warranty

Inclusions, Exclusions & Exceptions

5 Years

Seating Products. All frames used in seating products, including sofas, lounge chairs, revolving chairs, fixed base chairs except cafeteria chairs and barstools. Boss's Cabin, as per the exceptions set forth in this document, warrants these components to be free of material and manufacturing defects. Boss's Cabin will, in the first year of date of purchase, bear labour charges, shipping costs and component replacement cost to repair or replace the defective parts. After one year of date of purchase & up to 5 years the frame warranty covers service & labour costs only. Cost of replacement parts will be borne by the buyer.

Wooden Furniture. All desks conference tables, workstations, training tables, cabinets, reception tables, coffee tables training tables and their laminate, veneer and metal components with the exceptions, exclusions and conditions set forth in this document. Boss's Cabin warrants these components to be free of material and manufacturing defects. Boss's Cabin will, in the first year of date of purchase, repair, service or replace the defective parts free of cost. After 1 year of date of purchase & up to 5 years the warranty will cover service & labour costs only. Cost of replacement parts will be borne by the buyer.

3 Years

Mechanical Parts. All non-electric and non-electronic mechanical and moving components such as reclining mechanisms, tilting mechanisms, height adjustment mechanisms (except for gas lifts), castors, levers, pedals and five star and fixed bases in chairs with the exceptions and conditions as set forth in this document. All the hardware in wooden furniture like desks, conference tables workstations, training tables, coffee table, corner tables credenzas, cabinets with the exceptions and conditions set forth in this document. Boss's Cabin will, in the first year of purchase repair or replace the defective parts free of cost. After 1 year of date of purchase and up to 3 years the warranty will cover cost of service only. Cost of replacement parts will be borne by the buyer.

2 years

Electricals & Electronics & Others. All mechanical and electrical components like height adjustment mechanisms. All Electronic components like wireless chargers, wireboxes, switches, sockets & ports, electronic locks, control box on height adjustable desks. Gas lifts in height adjustable chairs. All cafeteria chairs, bar stools and their components. Boss's Cabin will, in the first year of purchase repair or replace the defective parts free of cost. After 1 year of date of purchase & up to 2 years the warranty will cover cost of service only. Cost of replacement parts will be borne by the buyer.

1 year

Cushioning, Fabrics, Leather & Artificial Leather. All seat cushion bases will soften with normal use and conform to the shape of user. This shall be considered normal wear and shall not be considered loss of resiliency of material manufacturing defect. Within one year of date of purchase Boss's Cabin will service, repair or replace such part if they have a manufacturing defect or an abnormality in the original form. All upholstery fabrics, leather and artificial leather are warranted against seam slippage, fraying, cracking and dye transfer. The warranty does not cover tears, flattening, fading, pilling or shrinkage and is not valid when improper care, soiling or abuse is evident. The warranty does not cover shading of micro fibres, velvets and suedes. These materials due to their soft texture will shade, mark or crush easily and are considered natural characteristics. Leather being a natural product will have variations in shade and tone, nicks, scratches, marks and wrinkles. They shall not be considered a defect. Boss's Cabin will repair or replace free of cost any such material found to have a manufacturing or workmanship defect with the exclusions, norms, and exceptions stated above.

Warranty Does Not Apply To

Normal wear and tear and any condition resulting from incorrect or inadequate maintenance, cleaning or care.

Natural variations of grain and shade in veneer and veneer like laminate or presence of natural character marks & knots and natural color aging.

Changes and variations occurring in color, shades, grain, texture in fabrics, veneers, laminates across lots or due to exposure to sunlight, water, dust and other substances like detergents & chemicals.

Damage resulting from negligence, misuse or accidents including damage resulting from water, ink, paint, colors or any other externally applied substance.

Damage resulting from attempt to move, drag, lift a product like desk, cabinet, conference table or any other product designed to be used in a fixed position.

Any kind of defect or damage resulting from attempt to alter or modify a product or any damage resulting from substitution of components not authorized or not provided by Boss's Cabin.

Pilling of fabric and textile upholstery materials.

Any damage, cuts or tear resulting from impact of or abrasion with sharp or blunt objects.

Corrosion, damage and oxidization and rust to metal, steel and chrome surfaces happen because of climatic conditions and are not covered under the warranty.

Scratch marks on any kind of surface will not be covered by the warranty

Remedy Available Under Warranty

This limited warranty is applicable to all Boss's Cabin products sold by East (India) Furniture Pvt Ltd within India. Under these Limited Warranties, Boss's Cabin's exclusive obligation during the applicable warranty period is to repair or replace, at its option, any part or parts found, upon examination by an authorized manufacturer's representative of Boss's Cabin, to contain a material manufacturing defect. During the applicable warranty period Boss's Cabin will repair or replace free of charge any part, product or component that fails under normal intended use because of any manufacturing defect, defect in material, inadequate workmanship. 'Normal intended use' means the use of a product for what it is designed and sold for as per the descriptions and details accompanying every product. Defect means an inadequacy in quality or workmanship existing at the time of delivery or failure of the product to perform under normal use in accordance with the description and details provided with each product.

BOSS'S CABIN

Page 2 of 2 Effective April 2019

Disclaimer

This limited warranty applies solely to all such matters and products as expressly set forth in this document. No other express or implied warranty is provided including but not limited to any implied warranties of merchantability and fitness for a particular purpose. Boss's Cabin and East (India) Furniture Pvt Ltd will not be responsible for consequential or incidental damages such as loss of use, inconvenience, loss or damage to personal property direct or indirect.

Boss's Cabin®

East (India) Furniture Pvt Ltd, 6 2nd Main Road, R.A. Puram Chennai – 600028 India

Boss's Cabin® All rights reserved. All specifications subject to change without notice