

MARSHALL FURNITURE INC

Warranty

Preamble

Marshall Furniture has always stood by its products. We feel it's our job to design and build so well that our product will never fail, so in January of 2007, we extended our limited warranty on custom furniture to 10 years. The practical side of manufacturing furniture is that furniture can fail both from manufacturing and shipping problems and from abuse and accidents in the field. In the first year or two we interpret this very loosely in favor of the customer because we want our customers to be happy with the product regardless of where problems arise. Several years into the warranty we are a lot pickier about free repairs to a door kicked in by an angry presenter who forgot his keys. (True story.)

Our 5- and 10-Year Warranties

All **Custom** Marshall Furniture products carry a **Ten-Year** limited warranty to be free of manufacturing defects in materials and workmanship. All **Quick Ship** Marshall Furniture products carry a **Five-Year** limited warranty to be free of manufacturing defects in materials and workmanship. Component parts not manufactured by Marshall Furniture such as electrical light fixtures and bulbs, electrical surge protectors, and electric lifts are warranted by their respective manufacturers, although we will submit claims with the manufacturers on your behalf.

If you need help with your Marshall furniture, please contact our sales department (**847-395-9350**) or the selling dealer. At our sole discretion, we will send repair parts, or we will send a technician for on-site repair. Some problems might require that we return the furniture to our facility for repair. We will do this at no cost to you when the repair is under warranty. In any case, we must have access to the furniture to repair it either in the field or at our facility. Refusal to give us reasonable access will delay repairs until access is given. Items repaired or replaced at our facility under warranty will be returned to the customer at no cost.

This warranty does not apply to: 1. **damage due to negligence, accident or abuse**, 2. normal wear and tear, especially of a cosmetic nature (scratched finishes, damage from cleaning, mopping or vacuuming) and 3. any product that is altered or modified without our written permission, unless done by our personnel.

LIMITATIONS OF CLAIMS: Except for the 5- and 10-year warranties described in the paragraphs above, Marshall Furniture makes no other warranty, express or implied, and shall not be responsible for any other damages or claims, whether or not such damages are direct, indirect, incidental, or consequential. By way of example only, (i.-) incidental damages include (but are not limited to) phone charges, schedule interruptions and costs of removing or reinstalling equipment; and (ii) consequential damages include (but are not limited to) items such as replacing other property that is damaged if the warranted furniture fails.

Maintenance Contracts for Non-Warranty Service

We can arrange for our personnel to come to your facility to repair, touch-up and modify furniture for a fixed cost-per-day. This maintenance can be regularly scheduled or arranged as needed. Please contact our sales department. (All work under the maintenance program is billed through the dealer of your choice.) **Please Note:** *Our maintenance schedule during the summer and fall (June to September): is limited, fills very quickly and is more costly than scheduled maintenance from October to May.*