



m.a.d. Limited Warranty – Social Collection:

April 2024

m.a.d furniture design co. ltd. of Room 3601, Level 36, Tower 1, Enterprise Square Five, 38 Wang Chiu Road, Hong Kong, warrants the products sold by it to be free from defects in material and workmanship for the warranty periods specified below.

This limited warranty is as follows:

Social Collection:

5 years - All Social Collection SKU's

The warranty period is valid from the date of delivery to the customer and is non-transferable. During the warranty period, m.a.d., as its sole obligation, will repair or replace any product, part, or component covered by this warranty which fails under normal use as a result of a defect in material or workmanship. m.a.d. will replace or repair the aforementioned product, part or component with a comparable product, part or component. A refund or credit of the purchase price for the affected product, may be offered at m.a.d.'s sole discretion, if m.a.d. determines that repair or replacement is not commercially practical.

Any product, part or component must have been used according to the m.a.d. published user guidelines (Care and Cleaning Advice – General.doc). Failure to apply or maintain products according to the m.a.d. guidelines will void the warranty.

m.a.d. does not warrant product defects, failure or loss resulting from:

- Normal wear and tear
- Abuse, misuse, improper handling or accidents
- Modification of the original product
- Use in more than one shift per single day
- Exposure to extreme environmental conditions or improper storage

Warranty does not cover:

- Natural variations in wood grain or figure or presence of character marks
- Changes in surface finishes, including colour fastness, due to aging, exposure to high heat/light fluctuations or direct sunlight.
- Products that have been stored, mounted or used improperly, misused or altered, as well as products that have been exposed to high temperature fluctuations, placed in direct sunlight, or in an environment for which the product is not suitable, e.g. outdoors or in a bathroom.
- Colorfastness or the matching of colours of textures or surface finishes, including an exact match to cuttings, samples or swatch cards
- Damage, marking or staining of wood surfaces due to contact with rubber or similar compounds; damage from sharp or hard objects or imprinting from writing surfaces
- A warranty is not offered on a replacement product, where the warranty has already been used. i.e. the replacement of an item will void the warranty and no warranty will be given on the new item.

m.a.d. furniture design co. ltd.
www.madfurnituredesign.com

Room 141J, Shangbu Building, 68 Nanyuan Road, Futian, Shenzhen 518031
深圳市福田区南园路 68 号上步大厦 141J



Except as stated above, m.a.d. will not be liable for any loss of time, inconvenience, commercial loss, or incidental or consequential damages.

In order to be covered by the warranty, enquiries regarding product defects and deficiencies must be reported to m.a.d. within a reasonable time after the defect has first been discovered.

Effective April 2024
Subject to change without notice
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