

WEDEZINE WARRANTY!

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10 YEARS PERIOD MODULAR KITCHEN

Modular Kitchens purchased through WeDezine are covered under our quality promise for a limited 10-year period.

WeDezine Quality Promise protects your modular kitchen against defects in materials and workmanship for a period of up to 10 years from the date of possession. If the product is found to be defective upon inspection. By a company authorized representative, **the defective part will be repaired or replaced without charge for full 10 Years**, other issue in accordance with the claim terms below.

Note- Any other material included in modular kitchen not listed above is subject to being warranted by its respective manufacturer, If applicable. Please refer to the terms & conditions.

Product Terms	No of Years	Claims
Cabinets, shutters, drawers and panels	Up to 10 years	Full warranty for defective products
	0-5 years	50% of the cost will be borne by the customer. (Including tax)
	5-7 years	100% cost of Material will be borne by Customer, Labour charge will be free
	7-10 years	100% cost of Materials and 50% cost of labour will be borne by Customer,
Wire accessories, cutlery trays, mats, waste-bins		As per Supplier warranty
Handles and knobs		As per Supplier warranty
Blum, Hafele & Hettich hardware		As per Supplier warranty
Lighting accessories		No warranty claim once sold

10 YEARS PERIOD WARDROBE & STORAGES

Modular wardrobe & storages purchased through WeDezine are covered under our quality promise for a limited 10-year period.

WeDezine Quality Promise protects your modular kitchen against defects in materials and workmanship for a period of up to 10 years from the date of possession. If the product is found to be defective upon inspection. By a company authorized representative, **the defective part will be repaired or replaced without charge for full 10 Years**, other issue in accordance with the claim terms below.

Note- Any other material included in modular kitchen not listed above is subject to being warranted by its respective manufacturer, If applicable. Please refer to the terms & conditions.

Product Terms	No of Years	Claims
Cabinets, shutters, drawers and panels	Up to 10 years	Full warranty for defective products
	0-5 years	50% of the cost will be borne by the customer.(Including tax)
	5-7 years	100% cost of Material will be borne by Customer, Labour charge will be free
	7-10 years	100% cost of Materials and 50% cost of labour will be borne by Customer,
Wire accessories, cutlery trays, mats, waste-bins		As per Supplier warranty
Handles and knobs		As per Supplier warranty
Blum, Hafele & Hettich hardware		As per Supplier warranty
Lighting accessories		No warranty claim once sold

03 YEARS PERIOD SEMI MODULAR PRODUCTS

Semi modular products purchased through WeDezine are covered under our quality promise for a limited 03-year period.

WeDezine Quality Promise protects your modular kitchen against defects in materials and workmanship for a period of up to 03 years from the date of possession. If the product is found to be defective upon inspection. By a company authorized representative, **the defective part will be repaired or replaced without charge for full 03 Years**, other issue in accordance with the claim terms below.

Note- Any other material included in modular kitchen not listed above is subject to being warranted by its respective manufacturer, If applicable. Please refer to the terms & conditions.

Product Terms	No of Years	Claims
Cabinets, shutters, drawers and panels	Up to 03 years	Full warranty for defective products.
	1.0-1.6 years	50% of the cost will be borne by the customer.(Including tax)
	1.6-2.0 years	100% cost of Material will be borne by Customer, Labour charge will be free
	2.0-3.0 years	100% cost of Materials and 50% cost of labour will be borne by Customer,
Wire accessories, cutlery trays, mats, waste-bins		As per Supplier warranty
Handles and knobs		As per Supplier warranty
Blum, Hafele & Hettich hardware		As per Supplier warranty
Lighting accessories		No warranty claim once sold

TERMS & CONDITIONS(1.1)

- **WeDezine will honour its quality promise only when**
 - The product supplied and installed is properly maintained and used for normal domestic use.
 - The product is still owned by the original purchaser.
 - The product is still at its original installed position and location.
 - The quality promise has not expired, subject to the limitations set forth through WeDezine Terms & Conditions.
- **WeDezine Quality Promise does not include**
 - Any labour, installation or transportation costs or any responsibility for damage that WeDezine considers as natural wear and tear of finishes and surfaces.
 - Any products used or installed in conjugation with WeDezine kitchen/ wardrobe/ modular storage such as electrical & plumbing fixtures, countertops and appliances. Any use of WeDezine cabinetry or component parts which are contrary to instructions furnished by WeDezine will void this quality promise.
 - Any cabinetry or component parts that WeDezine considers to have been subject to alteration, modification, accident, abnormal use, extreme temperatures and continuous contact with water, high moisture levels or use of harsh and/or abrasive cleaning chemicals.
 - Normal incidental deterioration like nicks, cuts, scratches and abrasions which are resulting from normal use during the standard life of the product.
- **WeDezine will not be held responsible for any claims arising out of defects due to material or workmanship of products not listed under claim terms.**

TERMS & CONDITIONS(1.2)

- WeDezine Quality Promise does not cover natural wear and tear or damage caused by rough handling or using the product beyond its intended use.
- WeDezine reserves the right to alter specifications in keeping with its policy of continuous product evaluation and improvement.
- The scope of WeDezine Quality Promise cannot be changed or broadened by any authorized representative of WeDezine.
- Repair(s) and/or replacement(s) are subject to the current product offerings of styles and construction options within the WeDezine product line, at the time of the claim. If a claim is filed after a WeDezine product becomes obsolete or discontinued, WeDezine will replace the affected component with a replacement component of a similar style based on availability at the time of the claim.
- Notify WeDezine via phone or email within 10 days of any defect that comes to notice, such as visual damage or malfunctioning component. Notification post the stipulated time, will void the WeDezine Quality Promise.

TERMS & CONDITIONS(1.3)

- Any decision regarding repair of the said component (in part or whole) solely lies with the authorized WeDezine representative. The decision will be made following an inspection by the representative whether to repair at site, or return product to the factory for refurbishing/ replacement.
- Liability: WeDezine will make all efforts to replace/ repair the said defect within a reasonable period of time. WeDezine will not be liable for any direct/indirect loss to the user due to the defect or delay in providing the service, or any fault arising due to design, application or installation. In no event shall the liability of WeDezine, under this quality promise, exceed the purchase price of the product or its replacement.
- The quality promise is not renewed, in case the WeDezine modular cabinets or components are replaced in part or whole during the said quality promise period. The replaced parts will continue to be covered under our quality promise only till the remainder of the period as indicated in its respective table. Barring components which carry a lifetime warranty, the quality promise for any product under any circumstances will not exceed a period of 3 year (for semi-modular products),
- 10 years (for modular kitchen, wardrobes & storage) from the date of possession.
- The terms and conditions are governed by the laws of India. Bengaluru courts shall have exclusive jurisdiction to settle any claim or dispute which might arise out of or in connection with these terms and conditions.

03 YEARS PERIOD LOOSE FURNITURES

Loose furnitures purchased through WeDezine are covered under our quality promise for a limited 03-year period.

WeDezine Quality Promise protects your modular kitchen against defects in materials and workmanship for a period of up to 03 years from the date of possession. If the product is found to be defective upon inspection. By a company authorized representative, the defective part will be repaired or replaced without charge, in accordance with the claim terms below.

Note- Any other material included in modular kitchen not listed above is subject to being warranted by its respective manufacturer, If applicable. Please refer to the terms & conditions.

Claim

Product specifications	Claims
Sofa structure	Up to 3 years
Foam and cushion materials	Up to 2 years
Sofas (Brand Partners)	As per Supplier warranty

TERMS & CONDITIONS(1.1)

- To know the brand of your product, please refer to the products attributes/ information, or speak to your authorized WeDezine representative.
- WeDezine Quality Promise does not cover upholstery, normal wear and tear, softening or flattening of cushions and foam, color fading from sunlight, damage caused by rough handling and use of abrasives, corrosive materials, cleaning agents, or improper use and maintenance.
- This quality promise is applicable on sofas including but not limited to 1, 2, 3 seater sofas, sectionals, ottomans and sofa cum beds.
- Lifetime warranty on any borer/termite issues in solid wood furniture by the brand 'WeDezine'.
- Notify WeDezine within 10 days of detecting any defect via phone or email.

01 YEARS PERIOD ALL OTHER FURNITURES

All other furnitures purchased through WeDezine are covered under our quality promise for a limited 01-year period.

All other furniture purchased through WeDezine comes with a 1-year quality promise, against any manufacturing defects from the date of delivery.

Note: Reading care instructions is strongly recommended to ensure longevity.

Note - Notify WeDezine within 10 days of detecting any defect via phone or email.

TERMS & CONDITIONS

- WeDezine Quality Promise does not cover upholstery, normal wear and tear, softening or flattening of cushions and foam, color fading from sunlight, damage caused by rough handling and use of abrasives, corrosive materials, cleaning agents, or improper use and maintenance.
- The following are not considered as defects: natural wood characteristics such as variations in grain, color, mineral streaks and knots.
- This quality promise is applicable for furniture including but not limited to upholstered furniture, solid wood furniture, coffee tables, beds, headboards, dining tables and chairs, accent chairs, metal furniture and outdoor furniture.
- Brand Partners may offer additional warranty on certain products or parts of the furniture. Please contact an authorized WeDezine representative to know more.
- Lifetime warranty on any borer/termite issues in solid wood furniture by the brand 'WeDezine'
- This quality promise is applicable on all other furniture by the brand 'WeDezine' and Brand Partners. To know the brand of your product, please refer to the product attributes/information, or speak to your authorized WeDezine representative..

01 YEARS PERIOD DECOR HOME IMPROVEMENT PRODUCTS

These products may come with a manufacturer's warranty, offered by the brand. Please contact your WeDezine authorized representative to know more.

All other furniture purchased through WeDezine comes with a 1-year quality promise, against any manufacturing defects from the date of delivery.

Note: Reading care instructions is strongly recommended to ensure longevity.

Note - Products and services purchased via Service Partners are not covered. Reading care instructions is strongly recommended to ensure longevity

TERMS & CONDITIONS

- Decor and home improvement products include but are not limited to furnishings, wallpapers, panelling, cladding, lighting, fittings and appliances.
- Warranty is at the sole discretion of the manufacturer/ brand. WeDezine will not be held liable for any dispute arising between the manufacturer and buyer.
- Notify WeDezine within 10 days of detecting any defect via phone or email.

CARE INSTRUCTIONS FOR WEDEZINE HOME ALL FURNITURES & PRODUCTS

- Always maintain your furniture and products in dry condition.
- Any hardware or hinges can be dusted with a soft brush.
- Avoid acidic, abrasive and corrosive cleaning products.
- Avoid outdoor use and prolonged exposure to direct sunlight and moisture to prevent fading and damage to the upholstery, solid wood or engineered wood furniture.
- Do not try to remove or detach fixed furniture products from their designated areas.
- Do not use chemical products for cleaning furniture used by kids or infants.
- Modifying the product beyond its intended use or standard specification is not advisable and will void the warranty.
- Retouching of any kind, such as use of polish or paint products on the product is not recommended and will void the warranty.
- Regularly dust your furniture.
- Periodic professional cleaning is recommended.

CARE INSTRUCTIONS FOR **WEDEZINE** HOME ALL UPHOLSTERED FURNITURES & PRODUCTS

- Dust regularly using a soft brush or vacuum with the upholstery attachment.
- Flip, rotate and fluff cushions and pillows on a regular basis to allow even distribution of wear.
- For durability and protection against stains, use scotchgard fabric and upholstery protector.
- For regular maintenance or in case of any stains/ spillage, use a mild fabric cleaner. Kindly do a test patch on a hidden area first. Do not apply cleaner directly onto upholstery.
- Keep sharp objects away that can potentially damage the upholstery.

CARE INSTRUCTIONS FOR WEDEZINE HOME SOLID WOOD FURNITURES & PRODUCTS

- Air and sunlight may change the color of natural wood. Occasionally rotate the items placed on your solid wood furniture to allow a more uniform color to develop.
- For cleaning wooden surfaces, lightly wet a soft cloth, rub gently and wipe dry.
- In case of stains/ spillage on the wooden surfaces, gently rub the area with a solution of water and a mild cleaning agent. Wipe dry immediately.
- Avoid ammonia and alcohol-based cleaning products.
- Protect your solid wood furniture from spillages or heat by using coasters and trivets. Always wipe up moisture promptly and dry with a soft cloth.
- We take strict precautions to make sure the wood is duly sealed. However, wood may nominally expand and contract with seasonal humidity changes.

CARE INSTRUCTIONS FOR WEDEZINE HOME ENGINEERED WOOD FURNITURES & PRODUCTS

Engineered wood furniture and products

- Do not place anything hot, cold or wet directly on engineered wood surface.
- Use of mats and coasters is highly recommended.
- Please use a damp cloth for cleaning. Wipe dry immediately.

Space-saving furniture and products

- Prior to using the product, we advise clearing the floor area. Gently guide the product to the floor while opening. Please ensure the legs are placed properly on the floor before taking your hands off.
- Use caution while opening space-saving beds and removing mattress from the mattress box.
- Please do not walk/ stand on the mattress box without a mattress.
- Use the product within the recommended weight capacity.
- Drilling holes or screwing any add-on parts to the product may damage the product. Such modifications will void warranty.
- Kids below 10 years old should NOT be allowed to handle/ operate the space-saving product as it might be dangerous.

CARE INSTRUCTIONS FOR WEDEZINE HOME MODULAR KITCHEN & WARDROBES (1.1)

- Always wipe moisture promptly and dry with a clean, soft cloth. Excess water or wet utensils may leave stains and can also cause the wood to swell or warp.
- Avoid dragging any sharp objects on the wooden surface to prevent scratches and other damages.
- Avoid using strong chemicals on hardware, hinges and handles. Clean with a soft cloth/ brush or if required, use a mild glass cleaner.
- Please do not put excess weight in your cabinets, shelves and drawers, than the recommended load capacity.
- If there is a steel sink in the modular kitchen, clean the sink with soft nylon scrubbing pad so that the steel doesn't get scratched.
- Clean the stove and burner daily, so that the food particles don't stick to it.
- Exposing the furniture to intense heat, from hot food or coffee cups, could damage the finish. Coasters and mats should be used to keep any hot objects on wooden furniture.
- For cleaning metallic surfaces, if any, clean with a damp cloth and wipe dry immediately. To renew shine, gently polish with oil. Kindly do a test patch on a hidden area before use.
 - Avoid alkaline water as it has high pH which can cause marks and stains on stainless steel surfaces.
 - Do not allow kids to play with the shutters/ doors.

CARE INSTRUCTIONS FOR WEDEZINE HOME MODULAR KITCHEN & WARDROBES (1.2)

- Do not use petroleum-based chemicals for cleaning acrylic or membrane surfaces.
- Do not clean the kitchen floor or sink with hydrochloric acid as the acid fumes will cause the coating on the stainless steel hardware and hinges to rust.
- While operating the shutters do not lean or put any weight on the shutters.
 - For retouching of any kind, do not use polish or paint products on your own. We recommend using professional services. However, retouching of any kind will automatically void the warranty.
- Use a mixture of baking soda and water to maintain the shine of stainless steel kitchen appliances or tiles.
- Avoid acidic, abrasive and corrosive cleaning products of all kinds.
- In case of stains, gently clean with a damp cloth and wipe dry immediately.
- Get your chimney serviced by the manufacturer/ brand every 6 months for optimum functionality.
- Avoid ammonia and alcohol-based cleaning products.
- Clean the entire refrigerator once a week with soapy water.
- Avoid outdoor use and keep away from direct sunlight.

CARE INSTRUCTIONS FOR WEDEZINE HOME SEMI MODULAR & STORAGES (1.1)

- Always wipe moisture promptly and dry with a clean, soft cloth. Excess water or wet utensils may leave stains and can also cause the wood to swell or warp.
- Avoid dragging any sharp objects on the wooden surface to prevent scratches and other damages.
- Avoid using strong chemicals on hardware, hinges and handles. Clean with a soft cloth/ brush or if required, use a mild glass cleaner.
- Please do not put excess weight in your cabinets, shelves and drawers, than the recommended load capacity.
- If there is a steel sink in the modular kitchen, clean the sink with soft nylon scrubbing pad so that the steel doesn't get scratched.
- Clean the stove and burner daily, so that the food particles don't stick to it.
- Exposing the furniture to intense heat, from hot food or coffee cups, could damage the finish. Coasters and mats should be used to keep any hot objects on wooden furniture.
- For cleaning metallic surfaces, if any, clean with a damp cloth and wipe dry immediately. To renew shine, gently polish with oil. Kindly do a test patch on a hidden area before use.
 - Avoid alkaline water as it has high pH which can cause marks and stains on stainless steel surfaces.
 - Do not allow kids to play with the shutters/ doors.

CARE INSTRUCTIONS FOR WEDEZINE HOME SEMI MODULAR & STORAGES (1.2)

- Do not use petroleum-based chemicals for cleaning acrylic or membrane surfaces.
- Do not clean the kitchen floor or sink with hydrochloric acid as the acid fumes will cause the coating on the stainless steel hardware and hinges to rust.
- While operating the shutters do not lean or put any weight on the shutters.
 - For retouching of any kind, do not use polish or paint products on your own. We recommend using professional services. However, retouching of any kind will automatically void the warranty.
- Use a mixture of baking soda and water to maintain the shine of stainless steel kitchen appliances or tiles.
- Avoid acidic, abrasive and corrosive cleaning products of all kinds.
- In case of stains, gently clean with a damp cloth and wipe dry immediately.
- Get your chimney serviced by the manufacturer/ brand every 6 months for optimum functionality.
- Avoid ammonia and alcohol-based cleaning products.
- Clean the entire refrigerator once a week with soapy water.
- Avoid outdoor use and keep away from direct sunlight.

NOTE:

Please go through this handbook carefully. It is advisable to keep your WeDezine order and payment receipts in a safe place. In the event of a claim, WeDezine Quality Promise is valid only when the following criteria is met.

You possess a digital or physical proof of complete payment

You have signed the completion certificate at the time of installation

The quality promise time frame has not expired

In case of loss of bill or WeDezine Quality Promise Ebook, you can contact the WeDezine customer support for information. WeDezine charges a nominal charge for after-sales services post the expiry of the WeDezine Quality Promise period. Material charges may be incurred if anything needs replacing.

All quality promises offered are subject to the limitations set through WeDezine Terms & Conditions. Please refer to the terms & conditions of your product(s).

Services and customised products offered by WeDezine are not covered under WeDezine Quality Promise. Decor products and accessories may or may not come with a manufacturer's warranty. Please speak to a WeDezine authorized representative to find the manufacturer's warranty period of any product not listed in this handbook.

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For more, visit <https://www.wedezinestudio.com/>

Dream home? More like nightmare
Unless you choose We Dezine

THANK YOU!

www.wedezinestudio.com

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SCAN ME