



## **BH North America Corporation**

### **30 Days Satisfaction Return Policy**

If for any reason you are not happy with your purchase you may return the item(s) within 30 days of receiving your order for a refund of merchandise cost, (ship to and return freight cost are non-refundable) as long as the furniture is in resalable condition (no stains, no damage, no abuse). A Return Authorization "RA" number must be obtained from BH North America prior to return. All returns must have its original packaging with freight prepaid. All returns will be assessed the industry standard 25% restocking fee and subject to inspection at the time of delivery.

### **Limited 5-Year Warranty**

1. BH Furniture is warranted to the original purchaser for a period of five years from the date of purchase against defects in the material or workmanship as to the furniture components. The word "defects," as used in this warranty, is defined as imperfections which impair the utility of the product.
2. This warranty is expressly limited to the replacement of furniture components having defects. If the furniture component is defective within the terms of the warranty, BH North America will furnish a replacement furniture component at no cost. No assembly labor is included.
3. This warranty applies under conditions of normal use, but does not apply to defects that result from intentional damage, negligence, unreasonable use or exposure.
4. All implied warranties arising under state law are limited in duration to the five-year period of this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
5. Liability for incidental or consequential damages is excluded to the extent exclusion is permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
6. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
7. ALL return authorization requests must be submitted in writing via fax at 949-206-0013. The request must contain the number and model of the product being returned along with a claim number and a fax number. Please include your sales receipt or other proof of purchase with your correspondence. A Return Authorization number (RA) will be sent via returned fax. All returns without an "RA" number will be refused.