

# WARRANTY

Iteknia guarantees that its products are free from manufacturing defects in materials, finishes and workmanship under normal conditions of use in a Contrac environment for a period of 3 years.

## **Procedure for guarantee application:**

Make a written request to the email [clientes@iteknia.mx](mailto:clientes@iteknia.mx)

### *Required information:*

- Client, project and reference Purchase Order.
- Name or description of the furniture to report.
- Detail of the reported failure.
- General image of the furniture and detail of the fault.
- Person who reported the failure.
- Contact person to coordinate the attention of the failure.

### *The process is as follows:*

- Based on the information received from the client and/or a possible physical valuation, Iteknia will issue a guarantee valuation report within 2 business days.
- Iteknia will offer the best possible delivery time for the product subject to the guarantee, so that the end user is not affected, this will be presented in the valuation report.
- In the event that, according to the valuation report, the guarantee does not apply, Iteknia will offer a repair price below the market price.
- The guarantee applies to the place of delivery of the merchandise agreed upon in the purchase.

## **Manufacturing defects are considered:**

### *About upholstered furniture:*

- Unstitching at joining points.
- Fabric tearing at junction points.
- Launching of some steel spring in seats.

### *In wood and board furniture:*

- Fracture of any piece of wood due to a defect in wood or assembly.
- Movement of wood that affects the design or structure of the furniture.
- Detachment of the plated material.
- Fall of ball bearings in drawer slides.
- Lacquer reactions that affect the look or texture of the furniture.
- Pests on logs or wooden beams.

### *On metal furniture:*

- Fractures in welds.
- Oxidation in materials guaranteed against it.

### *On curtains:*

- Unstitching at joining points.
- Oxidation of parts.

### *Does not apply in case of:*

- Lack of maintenance.
- Damage due to misuse or accidents.
- In textiles, consequences of cleaning, incorrect care or application of a protector.
- Any condition of wear other than normal or from any use for which the product was not designed.
- Color inalterability.
- The softening of filler materials from normal use.
- Damages attributed to improper handling of the furniture.
- Liquid spills.
- Equipment exposed to electrical discharges.
- Use of chlorine.
- By not applying oil to wooden furniture exposed to the outside.
- Stains or fractures in stone materials.

In EXW cases, the damages that correspond to the carrier must be attributed to its responsibility with the costing support of Iteknia.