

Four Hands Warranty – Hospitality Grade Goods

Four Hands LLC (“**Four Hands**”, “**we**,” “**us**”, “**our**”) is committed to providing reliable products of the highest quality. We stand behind our craftsmanship and materials, and we want you to enjoy your purchase with confidence. **We warranty any defects in material and workmanship to the Four Hand’s product frame** (the “**Warranty**”). Four Hands will repair or replace any Four Hands product that does not conform to the Warranty at no additional charge to the original purchaser.

This Warranty applies exclusively to “Hospitality Grade” designated products purchased directly from Four Hands or from Four Hands authorized partners. The Warranty is limited to the original purchaser from Four Hands and does not extend to any subsequent purchaser. The duration of the Warranty is 24 months commencing from the date of shipment, as shown by Four Hands’ records (“**Duration**”).

Please note that the Warranty does not extend to instances of misuse or abuse, including improper storage/handling, prolonged exposure to moisture, user modifications or alterations, attachment of unauthorized accessories, extreme temperature fluctuations or humidity levels, exposure to unconventional conditions, use of improper cleaning materials, or damage caused by contact with other products. Additionally, Four Hands is not responsible for fit and appearance issues resulting from inconsistent building conditions such as unlevelled floors, weak walls, or varying room dimensions. This warranty also does not cover (a) floor samples, (b) any product designated “AS IS” at the time of purchase, and (c) any differences between printed illustrations, videos, or internet representations and the product purchased.

Should you encounter any product that does not conform to the Warranty, you must submit your claim to our Four Hands Claims Team at customercare@fourhands.com. All claims must be accompanied by a photo to illustrate the defect described in your claim. Four Hands will assess the claim and will at its sole discretion determine if it is covered under this limited warranty. If covered, the Company will either repair it or replace it with a suitable alternative. If the original product is no longer available, a replacement of equal or lesser value will be provided.

No Implied Warranties: *Other than the Warranty, Four Hands makes no other warranties, express or implied, including those of merchantability and fitness for a particular purpose. Any other warranties that are required by law are limited to the Duration.*

Exclusive Remedies: The Warranty and remedies outlined above are exclusive and supersede all other warranties, whether oral or written, expressed or implied.

Limitation of Liability: *Under no circumstances shall Four Hands be liable for any damages, including incidental or consequential damages, arising from the use or inability to use our products. Four Hand’s liability for breach of any warranty is limited to the amount paid to Four Hands by the original purchaser for each product that does not conform to such warranty.*

Material Specific Disclaimers

Natural Materials: Products made with natural materials (woods, plants, stones, minerals, shells, and animal by-products) are warrantied. However, natural variations and changes over time are not considered defects. These include differences in grain and color, hairline cracks in highly figured veneers (due to natural wood growth), and color or surface changes in lumber and veneer caused by aging, inherent material variations, or exposure to extreme temperatures and/or direct sunlight.

Upholstery Materials: Fabrics, leathers, cushions, and filling materials are warrantied with the following exceptions: natural markings, color variations, wrinkles, scratches, insect bites, and healed scars in leather; color or surface changes due to extreme temperatures and/or direct sunlight; wrinkling, puckering, and shade variations in washed fabrics; and stains on leather resulting from spills, soiling, or contact with other substances.

Finishes: Finishes properly maintained and cleaned according to product instructions are warrantied against cracking, peeling, or blistering. Abrasions, scratches or chips from use, normal fading, and stains from spills are not covered. Damage caused by exposure to chemicals, including but not limited to cleaning agents and solvents, is also not covered by this warranty. It's important to note that Four Hands utilizes a variety of finishing techniques including, but not limited to, nitrocellulose lacquer *and polyurethane*. This means that specific care instructions may vary depending on the finishing material. Always refer to the care instructions provided with your purchase for the best cleaning and maintenance practices.

Fragile Materials: Certain Four Hands products incorporate fragile materials such as glass, mirror, stone (including marble, granite, and other natural stone), and ceramic. These materials are susceptible to damage from impact, mishandling, and improper installation. Damage incurred after delivery, including but not limited to chips, cracks, and breaks resulting from handling, installation, or use, is not covered by this warranty.

Power Motion Pieces: Motion hardware parts are warranted against defects in materials and workmanship for 24 months from the date of shipment, as shown by Four Hands' records ("Duration").

Thank you for choosing Four Hands. Your satisfaction is our priority.