



## **Mission Statement**

To be recognized as one of the top importers and distributor of quality furniture in the U.S. Offer our customers and workforce the opportunity to grow and prosper through hard work, service excellence and loyalty.

## **Customer Policy**

E.C.I. customer policy is for the purpose of assuring all E.C.I. customers are treated fairly and with the same quality and service. By having this policy in writing, both E.C.I. employees and customers have an understanding of these matters and expectations, which should greatly aid the handling of any issues that may occur. Through these matters, our goal is to conduct the handling of all accounts properly to assure that E.C.I is not only a good resource, but a great company to do business with.

## **Limited Warranties**

**1 Year Warranty:** E.C.I. warrants to its dealers that all E.C.I. merchandise, other than electronics, will be free from manufacturer's defects for a period of 1 year from date of purchase as indicated on the original E.C.I. invoice.

**90 Day Warranty:** E.C.I. warrants to its dealers that electronics on all E.C.I. merchandise will be free from manufacturer's defects for a period of 90 days from date of purchase as indicated on the original E.C.I. invoice.

## **Who is covered by this warranty**

This warranty extends only to E.C.I. authorized dealers. This warranty does not apply to any subsequent purchaser.

## **What E.C.I. will do**

1. E.C.I. will, at its option, either repair or replace any defective furniture or parts covered under this warranty. Replacement furniture and parts shall be provided to original authorized dealer in the authorized dealer's area. Costs for packaging, shipping and installation are not covered by this warranty.

2. In certain instances, E.C.I. will issue allowances for defective product. An E.C.I. field representative may only recommend allowances for defective products. Only E.C.I. authorized office employees can make the final allowance authorization.

### **What an authorized E.C.I. dealer will do**

1. Open and deluge product prior to delivery. A reasonable amount of deluxing and repairing (if necessary) is a dealer's responsibility and it is part of the dealer's function to service the product in their customer's home. E.C.I. will not accept automatic charge backs for deluxing or service calls.
2. Provide photos of defects and original invoice number for all service requests. Service request without photos and original invoice numbers will be denied.
3. Report broken glass/mirror upon receiving.
4. Obtain "Return Authorization" from an authorized E.C.I. representative prior to returning any merchandise. No returns will be accepted and no credit will be issued for returns that are incomplete or not in original factory packaging.
5. E.C.I. authorized dealers will take responsibility for products lost or damaged after delivery. Claims for shortage must be reported on the E.C.I. Bill of Lading.
6. E.C.I. authorized dealers agree to be billed for total freight costs for merchandise refused upon delivery.

### **What this warranty does not cover**

**THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OF IMPLIED, INCLUDING, TO THE EXTENT ALLOWED BY STATE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ANY OTHER OBLIGATION, INCLUDING, WITHOUT LIMITATION, ANY OBLIGATIONS WITH RESPECT TO INCIDENTAL, CONSEQUENTIAL AND SPECIAL DAMAGES. SPECIFICALLY, THIS WARRANTY EXCLUDES THE FOLLOWING:**

1. Damages incurred from spills, abuse, misuse, negligence, or accidents. Damage from any type of chemicals or dyes (including but not limited to food, dyes, bleach, and ammonia).
2. Broken Glass not reported upon receiving.
3. Failure of finish resulting from liquid damage, exposure to sunlight, household humidity, incorrect application or chemical treatment, or protective coating
4. Damage caused by fire, smoke, theft, explosion, flood or natural disaster, fabric fading or change caused by sunlight, wind, or weather.

5. Fabric fading, wrinkling, stretching, dye lot variations, color fastness, tears, rips, punctures, burns, flattening and crushing of naps, pilling, button popping, shrinking, heavy soiling, or abuse.
6. Normal wear and tear.
7. Absorption of body oils, perspiration or bodily fluids, blood, stains or damage from any type of animal.
8. The use of this product for rental, commercial business, institutions, or if this product was purchased from any source other than E.C.I.
9. Any product upon inspection found in an unsanitary condition.
10. Expansion or contraction due to extreme variations in humidity.
11. The service call, packing, handling and transportation of a defective product to and from an authorized service center, if the product has moved outside the normal delivery area of an authorized E.C.I. dealer.
12. Transit damages occurring while in the possession of the dealer or dealer's customer

### **How state law applies**

These warranties give you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and some states do not allow the exclusion of incidental, consequential or special damages, so stated limitations may not apply to you.