

First Impressions WARRANTY

First Impressions proudly provides you with limited warranties on your product from one year of your purchased date. These warranties apply to products purchased from an authorized First Impressions retailer, and apply only under conditions of normal, indoor, residential use.

Because of the natural variations in wood and the hand-finishing techniques used to create many products, finish colors may vary from piece to piece. **Because many of our products are handcrafted and made with natural materials, variations in size, shape, and color can be expected.** First Impressions warranties do not cover products sold “as is”, purchased from a source other than an First Impressions retailer, used in a commercial or nonresidential setting or shipped outside the contiguous U.S. by you or a freight forwarder. Any product modifications by retailer or consumer, or use of non-First Impressions parts, voids this warranty.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusions and limitations on incidental and consequential damages or the limitations on implied warranties, so the described limitations may not apply to you. However, proper care and use are essential for preserving your rights under this warranty.

If you have an issue with your First Impressions product that you feel is covered by this warranty, please contact the First Impressions authorized retailer.

Limitation of liability:

1. This warranty shall apply only if (i) Purchaser notifies Seller in writing of the claimed defect within 7 days of discovery; (ii) Purchaser discovers the claimed defect within the Warranty Period; (iii) Purchaser allows Seller to inspect the Goods claimed to be defective; and (iv) Seller or its representative confirms the defect in writing to Purchaser.
2. This Elegant Décor Limited Warranty extends only to defects in materials and workmanship which occur during “normal use and service” as defined below, and it does not apply to : (a) Goods that have not been maintained in accordance with instructions or that have been accidentally damaged; (b) defects attributable in a way to installation, modification, cleaning, or repair made by any party other than First Impressions; or (c) mishandling, accident, fire, lightning, or other hazards whether natural or man-made, or shipment. “Normal use and service” means that the product will be used in a typical residential environment.
3. Products that are non-standard are not covered under this warranty.
4. Further, this warranty shall not apply if (a) Purchaser or a third party modifies or repairs the Goods without First Impressions’ prior written approval; or (b) after discovery of a defect, Purchaser fails to take prompt and reasonable steps to prevent the defect from becoming more serious. If Goods are repaired in the field by someone who is not approved by First Impressions, then the warranty on that repair is from that person or company making the repair, not First Impressions.

5. First Impressions guarantees upholstered products only to be free from defects and that the upholstery is tailored according to product specifications. First Impressions offers no warranty, either implied or expressed, on any fabrics or leathers. Fabric and leather carry warranties from the reseller. Please refer to each reseller's warranties before specifying.
6. Variations in grain, color, marks, scars, texture and pattern of wood, leather and textiles may occur as a result of nature, dye lot, exposure to light, and aging. First Impressions makes no warranty with respect to exact match.
7. During the Warranty Period, if a First Impressions product does not conform to this limited warranty, the purchaser's sole and exclusive remedy against Seller arising out of or in connection with any claimed defect in any Goods, sold hereunder, whether based up contract, strict liability or negligence, and whether for personal injury, commercial loss, or other monetary loss, shall be at First Impressions option and sole discretion, is one of the following:
 - a. Repair of the defective component or product,
 - b. Replacement of the defective component or product, or
 - c. Refund of the original purchase price paid for the defective product upon return of the defective product to First Impressions.
8. IN NO EVENT, WHETHER BASED IN CONTRACT OR TORT OR OTHER LEGAL THEORY, SHALL ELEGANT FURNITURE & LIGHTING BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR PUNITIVE DAMAGES OF ANY KIND, INCLUDING WITHOUT LIMITATION, DAMAGES TO OTHER PROPERTY, INCONVENIENCE, LOSS OF GOODWILL, LOST PROFITS OR REVENUE OR OTHER FINANCIAL LOSS, LOSS OF USE OF THE PRODUCT, OR CLAIMS FOR DAMAGES RESULTING FROM THE USE OF THE PRODUCT.
9. Wood furniture: Warranty does not cover expansion, contraction, or effects of extreme high/low humidity. Wood furniture will have one or more of the following characteristics: which are not considered as quality defects: variations in grain and color, knots, mineral streaks, and/or pitch pockets. Warranty does not cover darkening of the wood or finish, which naturally occurs over time.
10. Metal furniture: Warranty does not cover rust or tarnishing resulting from scratches or abrasions to finish or changes in patina, as it is living finish that mellows with age.
11. Marble/Stone tops: Warranty does not cover stains or changes in color/texture. Natural variations in both color and veining are to be expected.
12. Glass and mirror components: Small air bubbles, surface waviness, and lightly pitted areas may occur naturally as part of the glass manufacturing process and are not considered quality defects. Do not sit on glass table tops.
13. Fabrics: Warranty does not cover wrinkling, fading, pilling, stains or damage caused by pets.
14. Seat Cushions: Warranty does not cover loss of resilience, loft or crown. Cushions may compress up to one inch within the first year.
15. Lighting: Warranty does not cover damage caused by: failure to follow safety precautions (plugs, coverings); the use of light bulbs with higher than recommended

wattage or faulty light bulbs; improper installation. Warranty also does not cover changes in patina, expansion, contraction, or effects of extreme high/low humidity.

USE AND CARE

Wood furniture is best maintained at temperatures between 65 degrees and 75 degrees Fahrenheit. Avoid prolonged exposure to heating and cooling outlets, as exposure to extreme temperature variations can damage any fine wood piece. Do not expose furniture to continuous direct sunlight. With extended exposure, ultraviolet rays can create hairline cracks in the finish or cause fading, yellowing, or darkening.

Wood is porous. It responds to extremely dry air by losing moisture and shrinking. It responds to humid air by absorbing moisture and expanding. In dry environments, the halves of extended table may part slightly, especially at the edges. This will correct itself as the relative humidity rises and the wood absorbs enough moisture to expand. During humid weather, wood drawer fronts may swell and become difficult to open and close. These natural changes do not affect the furniture's overall quality or durability.

Do not store furniture in damp or hot conditions. Allow plenty of air movement around the furniture, and do not stack or store other objects on it.

To prolong the beauty of your wood furniture, please follow these simple care procedures:

1. Dust regularly. Use a soft, clean, slightly damp white cloth such as a white cotton T-shirt. Use a dry (preferably cotton) cloth, if necessary, to remove any moisture from the surface. When cleaning tops with a scored surface, be sure to carefully remove all moisture from the grooves to prevent possible damage to the finish.
2. Clean. Use of a soft white cloth that has been dampened with a solution of mild soap and water. Wipe the surface again with a soft cloth dampened only with water to remove all soap residue, and use a soft, dry cotton cloth to completely remove all moisture. Each of our finishes has its own sheen or gloss level; we do not recommend the use of polishes that will change or damage the appearance of any item's finish.
3. Drawer front care. (note: this does not apply to items with metal drawer slides). During humid weather, if wood drawer fronts swell and become difficult to open and close, rub uncolored, unscented candle wax on the wood drawer slides and bottom runners. If the humidity remains high over a long period of time, consider using a dehumidifier in the room. When the air becomes drier, the drawers will naturally stop sticking.
4. Glass tabletops. Handle glass tabletops with care. Do not step or sit on them, as serious injury may result. A scratched surface or damaged edge may cause the glass to crack suddenly. Clean with a damp cloth or glass cleaner. Do not use abrasive cloth or sponge, and do not allow glass cleaner overspray to come in contact with wood surfaces.
5. Stone Tabletops/vanity: For stone vanities, it is recommended that you dust with a clean cloth that has been moistened with water. We do not recommend the use of any commercial stone or granite cleaners for the care and maintenance of furniture styles with stone accents.

Thank you for choosing our products!