MANUFACTURER WARRANTY

MANUFACTURER WARRANTY：**Limited 12 months Warranty.**

We have a limited 12 months manufacturer warranty against defect or damage. Normal wear and tear and consumer misuse would not be covered in this warranty.

The product is warranted against defects in workmanship and materials. Items covered would be seam slippage, frame structural integrity, fit and finish of parts. Items not covered would be product abused by the user, normal wear and tear, stains or discoloration due to use, damage in any transportation. Warranty is for PARTS ONLY and does not include transportation and labor costs associated with any warranty claim.

CLAIM PROCEDURES

1.Claims for defective merchandise must be made within ONE year from invoice date . Claims for missing parts must be made within 60 calendar days after the merchandise is received

2. Any claim for defective merchandise returns must be packed in original packaging

3. We reserve the right to specify that items be returned to the original warehouse for inspection or be inspected by our representative in the field

4. Pictures are required to claim defective merchandise, along with a copy of the original invoice.

5. If the claim is justified , the item (s) or part (s) will be repaired or replaced or a credit will be issued . It is our policy to replace parts.

In the US:

contact email : aliceyoung@alohahome1.com (For any product question : 48 hours reply limited)