

# WARRANTY

## Warranty Claim Process Guide

### Dear Valued Customer,

Thank you for choosing **FOGATTI**. We are committed to providing you with **exceptional products** and **premium service support**. Should you encounter any issues with our products, please don't hesitate to **contact us at 877-216-1818** or **email us at [info@fogattiliving.com](mailto:info@fogattiliving.com)**. Our technical and customer service team is here to assist you.

To better serve you and ensure a smooth warranty claim process, please review the following guidelines before submitting your claim:

1. If you notice any **irregularities or abnormal performance** with your product, please promptly email the **product details** and a **clear description of the issue** to [info@fogattiliving.com](mailto:info@fogattiliving.com).
2. Our service team will **respond within 24 hours** and provide guidance on the next steps.
3. If a repair is required and your product is **within the 2-year warranty period**, you will receive a **Repair Authorization Code (RAC)** from our service team. FOGATTI will supply all necessary replacement parts free of charge.
4. Labor costs will also be **covered by FOGATTI** at standard repair rates, with prior authorization required. We **reserve the right to determine** where repairs are performed to ensure proper installation and service quality.
5. Once repairs are completed, please **send the invoice to [info@fogattiliving.com](mailto:info@fogattiliving.com)**. Ensure the Repair Authorization Code is clearly indicated on the invoice. Reimbursement will be processed **within 7 business days** after receipt.
6. Please note: Any repair conducted **without prior authorization** from the FOGATTI Service Team will not be eligible for reimbursement or warranty coverage.

We appreciate your trust in FOGATTI and look forward to continuing to serve you with reliability and care.