

Magic Home Warranty

Section-1 - After-service Process

Please contact us at elliemagichome@gmail.com

For any replacement, please provide order number or purchase prove, product pictures.

Section-2 - Warranty Terms

● Furniture

3 Months Limited (residential) and 3 Months Limited (commercial) on the material and workmanship.

*Fabric, cushion and leather covers are not covered by this warranty, but can be replaced at minimal cost as long as the original cover is still available.

● Lighting

3 Months Limited (residential) and 3 Months Limited (commercial) on the metal finish and electrical components (wiring, sockets, plugs, switches, motors or the like).

3 Months Limited (residential) and 3 Months Limited (commercial) on LED bulbs and LED strips (No warranty is provided on non-LED bulbs) .

3 Months Limited (residential and commercial) on the decorative components.

● Faucets - for Kitchen, Bathroom sink, Shower, Tub

Non-electronic Faucets:

3 Months Limited on the structure and finish.

3 Months Limited (residential) and 3 Months Limited (commercial) on the cartridge.

3 Months Limited (residential and commercial) on the mechanical components such as but not limited to sprayhead assembly (includes engine, aerators, structure, restrictors, back flow preventers, sprayer hoses, braided supply line hoses which encompasses nylon, silicon and stainless steel, etc), LED function.

Electronic Faucets:

3 Months Limited (residential) and 3 Months Limited (commercial) on the structure, finish, electronic parts and cartridge. 3

Months Limited (residential and commercial) on the mechanical components such as but not limited to braided supply line hoses, LED function.

Faucet Accessories:

3 Months Limited (residential and commercial) for drains, sink strainers, soap dispensers, escutcheon plates.

● Bathroom Accessories - TowelBars/Rings, Holders, Bathroom Shelves, Hooks or the like

Lifetime Limited (residential) and 3 Months Limited (commercial) on the structure, finish and hardware.

● Kitchen Sinks

3 Months Limited (residential) and 3 Months Limited (commercial) on the sink bowl.

3 Months Limited (residential and commercial) on hardware and drain assembly.

● Toilets

Lifetime Limited (residential) and 3 Months Limited (commercial) on the chinaware.

3 Months Limited (residential) and 3 Months Limited (commercial) on all mechanical parts.

3 Months Limited (residential and commercial) on the toilet seat.

● **Bathtubs**

3 Months Limited (residential) and 3 Months Limited (commercial) on the bathtub shell.

3 Months Limited (residential) and 3 Months Limited (commercial) on factory installed components such as but not limited to pump,jets, LCD controls, LED lights and blower.

Faucet warranty is applicable when faucet and drain assembly included

● **Bathroom Sinks**

3 Months Limited (residential) and 3 Months Limited (commercial) on the sink bowl.

3 Months Limited (residential) and 3 Months Limited (commercial) on the hardware and mounting ring.

Faucet warranty is applicable when faucet and drain assembly included.

● **Bathroom Vanities**

3 Months Limited (residential) and 3 Months Limited (commercial) on the vanity top, vanity cabinet and sink bowl.

Faucet warranty is applicable when faucet and drain assembly included.

Section-3 - Warranty Agreement and Restrictions

Magichome.com warrants the products sold by Magichome.com shall be free from defects in material, workmanship and function under Normal Use on the warranty period outlined in Warranty Terms from the original date of purchase.

"Normal Use" means in strict accordance with the installation, operation and maintenance manual.

If any of the warranted Products are found by Magichome.com to be defective in normal residential use, such Products will, at Magichome.com's option, be replaced, repaired or made appropriate adjustment at Magichome.com's cost. The

parties hereto expressly agree that Original Purchaser's sole and exclusive remedy against Magichome.com shall be on the repair, replacement or refund of defective products as provided herein. This warranty does not cover labor or other costs or expenses to remove or install any defective, repaired or replaced product. In no event shall the liability of Magichome.com exceed the purchase price of the product.

This limited warranty DOES NOT cover any loss and/or damage due to:

- Misuse or unusual use
- Mishandling
- Accident
- Neglect
- Acts of god. Relate to events outside human control, like flash floods, earthquakes, or other natural disasters.
- Improper installation
- Improper maintenance and care. Using abrasive cleaners such as powders, bleach, ammonia, alcohol, or chlorine, or steel wool, or wire brushes, as these will damage and wear down the finish. Significant product exposure to chemicals, harsh cleaners and harsh outdoor environment will void any and all warranties on finishes and material.
- Modification (including but not limited to use of unauthorized parts or attachments), or adjustment or repair. This warranty only applies when all components have been provided by Magichome.com. Substituting another manufacturer's product and/or components will render the warranty completely void.
- Normal wear and tear from daily use. For example, gloss reduction, scratching, staining and alkaline etching of finishes over time, due to use, cleaning practices or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.

Section-4 - Use and Care Manual

A. GENERAL INSTRUCTIONS FOR USE AND MAINTENANCE OF THE FURNITURE

For the proper functioning and extending the life of your furniture, the following instructions for use should be observed:

- Furniture should be used in accordance with its construction and its intended purpose.
- Furniture should be set up on the levelled surface. In case of furniture that are used to sit and lie on, to keep its stability, the legs should always touch the surface. The furniture should not be used for swinging or leaning out. Furniture should not be burdened by sitting or standing (cabinets, chest of drawers, dressing tables) or jumping or standing (tables, furniture used for sitting and lying).
- Furniture should not be situated close (less than 1m) to active sources of heat such as radiators, cookers and stoves.
- Furniture should be used indoors and protected against negative impact of weather conditions. It is recommended to provide the following conditions:
 - a) air temperature range from 10 to 30°C
 - b) relative humidity range from 40 to 70% (too dry air can lead to deformation of solid wooden elements, it should be avoided to set up furniture on the wet surface: wet floors, rugs – wood used in furniture may absorb water).
- Furniture should not be exposed to direct sunlight (it may change the colour of wood, fabrics and leather, varnish coats may be damaged).
- Furniture should be protected against mechanical damage. Sharp objects of hard and coarse surface, hard seams or rivets on trousers, pets' claws etc. may permanently damage the furniture surface.
- Assembly of the furniture, number of elements and accessories are described in detail in the assembly instructions for each type of the furniture. It should be checked in the instructions if the particular piece of furniture should be fixed to the wall to keep its stability.
- Heavy and burdened furniture on legs should not be moved directly on the surface (e.g. body and cabinet furniture, beds, sofas) – it may lead to the leg damage or scratched flooring. If there is a need to move the furniture, it should be emptied first and then moved carefully.
- In case of extendable tables and TV tables, the colour of the covered part may change during use due to the impact of UV radiation.
- Bolts and screws in furniture connections should be tightened periodically.
- Beware of sharp edges of the furniture. Therefore it is highly recommended to use it with caution.
- Furniture consists of glass elements – mirrors, glass should be used carefully – it should not be hit against or burdened excessively.

This warranty extends to the original purchaser, and is not transferable whether to heirs, subsequent owners, or otherwise. No affirmation of Magichome.com, by words or action, other than as set forth herein shall constitute a warranty. This warranty is Valid only with a proof of purchase.