



Fresco Vireo Living INC 30-DAY Warranty Terms

Important Note: This is a limited warranty, intended to clarify our responsibilities under specific conditions. Please read the following terms carefully to understand your rights and the scope of our responsibilities.

① Warranty Period

This warranty applies solely to the original consumer (hereinafter referred to as "you") who purchases products from Fresco Vireo Living INC (hereinafter referred to as "we"). This warranty is valid for 30 DAYS from the date of purchase of the product. The purchase date is subject to the date indicated on your valid purchase proof (such as invoice, order confirmation email, etc.).

② Scope of Warranty

Within the warranty period, if the product has functional failures caused by material or workmanship defects under normal use and maintenance, we will provide corresponding warranty services in accordance with these terms.

③ Excluded Circumstances

The following circumstances are not covered by this warranty, and we shall not bear any responsibility:

- 1.Damage to the product during transportation, unless the damage is due to obvious defects in our packaging and you notify us in writing immediately upon receipt of the product;
- 2.Damage to the product caused by improper installation, disassembly or movement by you or a third party;
- 3.Damage to the product caused by your failure to use, maintain and clean the product in accordance with the product instruction manual, or the use of incompatible accessories, cleaning agents, etc.;
- 4.Wear and tear of the product due to normal use, such as pilling of fabrics, slight color fading, normal scratches on the surface of wooden furniture and other situations that do not affect the basic functions of the product;
- 5.Damage to the product caused by accidents, misuse, abuse, negligence, fire, flood, earthquake and other force majeure factors;
- 6.Problems arising after you or a third party has modified, repaired or altered the product;
- 7.Appearance defects of the product, such as slight color difference, texture difference, etc., which do not affect the structural stability and use function of the product;
- 8.Products sold through non-official channels, or products with serial numbers altered or removed.





4 Warranty Process

1.If you believe that the product has problems within the scope of this warranty, please submit a warranty application to us through the contact email jerome.a.avery@outlook.com within 30 days after purchase, and provide the following information: valid purchase proof (indicating purchase date, product model, purchase price, etc.), a detailed description of the product problem and clear photos or videos.

2.After receiving your warranty application, we will review the information you provide within a reasonable time. If necessary, we may request you to provide more relevant information or conduct further inspection of the product.

3.After review and confirmation that the product problem is within the scope of this warranty, we will provide warranty services in one or more of the following ways according to the specific situation of the product:

- Repair the product (refurbished or replacement parts may be used);
- Replace the product with the same model or a similar model (which may be a refurbished product);
- In specific cases, provide you with a partial refund according to the usage and damage degree of the product.

5 Limitation of Our Liability

1.For product problems within the scope of this warranty, our sole liability and your sole remedy are limited to the repair, replacement or partial refund as described in Section 4.3 above, and we shall not bear any other form of liability.

2.If you need to send the product back to us for repair or replacement, the relevant transportation costs (including but not limited to the cost of sending it to our designated location) shall be borne by you. The transportation costs incurred when we send back the repaired or replaced product shall be borne by us, but do not include any additional costs such as tariffs and taxes that may be incurred.

6 Disclaimer

1.This warranty constitutes our entire liability for the product and supersedes all other express or implied warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. To the extent permitted by applicable law, we shall not be liable for any indirect, incidental, special or consequential damages (including but not limited to loss of profits, business interruption, etc.) caused by the use or inability to use the product.

2.Some jurisdictions do not allow the limitation or exclusion of liability for implied warranties or the limitation of liability for consequential damages, so some of the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

If you have any questions about these warranty terms, please contact us via the email

[**jerome.a.avery@outlook.com**](mailto:jerome.a.avery@outlook.com).

Fresco Vireo Living INC reserves the final right of interpretation and modification of these warranty terms.

Thank you for your purchase and choice. If you have any questions, please contact us.

All our staff hope you have a wonderful shopping experience.

Thank you

