

General Information for Consumers

Mercana Furniture and Décor Ltd (“Mercana”) warrants that below mentioned categories (“Furniture”, “Lighting”, “Art”, “Accessories”) are free from material or workmanship defects under normal use during the warranty period. In our hand-crafted industry, products have natural rustic imperfections versus machine made products. Material choices and/or workmanship is deemed purposeful and not considered warrantable. For example, and not limited to: Cracks, indentations, knots and other superficial imperfections within the wood are considered rustic in nature and naturally distressed.

Warranty Period

The warranty period for all Mercana product is ninety (90) Days.

Warranty period starts on the day of product purchase. Your purchase invoice (or delivery receipt) showing the date of purchase of the product is your proof of the purchase date.

Warranty Procedure

During the warranty period, Mercana will replace the defective component of the product. To obtain replacement the defective component you need to contact the place of purchase.

Warranty Transfer

This limited warranty extends only to You and is not transferable or assignable to any subsequent purchaser. The warranty will be only applicable for the country where the product was originally purchased in.

Limitation of Liability

The following actions and damages are excluded from the warranty:

- Deterioration due to normal wear and tear.
- Damage caused by act of nature, such as fire, flood wind, earthquake or lighting etc.
- Damage caused by impact with other objects, dropping, falls, spilled liquids, or immersion in liquids.
- Damage caused by accident, improper care or negligence.
- Damage caused by abuse, misuse, mishandling, or misapplication.
- Damage caused by Commercial use of Residential use only product.

Different by design

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