

Arrivae Warranty

- What products are covered under the warranty?**
Panels, Hardware, Manufacturing workmanship, Upholstery and Solid wood finished products.
- What does the warranty cover?**
Delamination of panels and functionality of hardware.
- Which individual appliances/article/components/parts are not covered by warranty?**
PU finish limited warrantee.
- What will be done to correct the problem?**
Replacement for delamination and hardware.
- Who will execute the service?**
Panel from sourced Factory, hardware from partner brands as per their warranty clause.
- What is not covered under this limited warranty?**
Expected correct usage, misuse, reinstalling without involving us.
- How long is the warranty valid?**
Details mentioned as per Annexure 1.

Kitchen, Bath and Living Room - Branded Appliances, Hardware and Accessories:

All warranty as provided by the applicable brand (Original receipt and / or warranty card required duly stamped by brand partner)

Annexure 1:

Product wise Arrivae Warrantees (Excluding – Branded Hardware, Hardware accessories, fittings and Appliances, Hobs, Chimney, Sink, Taps, Plumbing):

Products	Category	Warrantee Terms	Remedial action during warrantee	Who will do	TAT
Single seater, 2 Seater sofa , 3 Seater sofa, Sofa-cum-bed, L shape sectional sofa,	Upholstery	One year warrantee on finish, specially wet crocking (discoloration) and pilling of fabric. Joints firmness warranted for 1 year.	Upholstery fabric to be replaced. Joints to be repaired.	Vendor Partner with Arrivae Assure* team	30 days
Single seater, 2 Seater sofa , 3 Seater sofa, Sofa-cum-bed, L shape sectional sofa	Solid wood/metal/upholstery	One year warrantee on finish, specially wet crocking (discoloration) and pilling of fabric. Joints firmness warranted for 1 year Metal finish warranted for 1 year against rusting	Upholstery fabric to be replaced. Joints to be repaired metal legs to be replaced	Vendor Partner with Arrivae Assure* team	30 days
4,6, and 8 seater dining set , Dining tables, Dining Chairs	Solid wood/metal/upholstery	Solid wood parts would be warranted 1 year for joint firmness Metal finish against rusting for 1 year Upholstery fabric discoloration and pilling	Upholstery fabric to be replaced. Joints to be repaired metal legs to be replaced	Vendor Partner with Arrivae Assure* team	45 days
Accessories	Metal/ resin/leather /glass	Warrantee for finish /discoloration for 1 year	To be repaired	Vendor Partner with Arrivae Assure* team	30 days
Nested table , Bar tables, Bar Trolleys, Side and end table	Solid wood/Metal	Solid wood parts would be warranted 1 year for joint firmness Metal finish against rusting for 1 year	Solid wood to be repaired and metal parts to be replaced	Vendor Partner with Arrivae Assure* team	45 days
Bar cabinets	Metal/ MDF/wood/ Leather/Brass	Solid wood parts would be warranted 1 year for joint firmness Metal finish against rusting for 1 year MDF lamination would be warranted against delamination for 3 years	Solid wood to be repaired and metal parts to be replaced Delaminated MDF will be replaced	Vendor Partner with Arrivae Assure* team	45 days
Beds, Bunk Beds, Daybed Kids bed and chase	Panel/wood/Metal / Upholstery	Solid wood parts would be warranted 1 year for joint firmness, Metal finish against rusting for 1 year Panel lamination would be warranted against delamination for 3 years Upholstery warranted for 1 year against wet crocking and pilling	Solid wood to be repaired and metal parts to be replaced Delaminated Panel will be replaced. Upholstery to be replaced. metal legs to be replaced	Vendor Partner with Arrivae Assure* team	45 days
Benches, Bookshelf and display	Solid wood/ Metal/ Upholstery	Solid wood parts would be warranted 1 year for joint firmness, Metal finish against rusting for 1 year Upholstery warranted for 1 year against wet crocking and pilling. Panel lamination would be warranted against delamination for 3 years	Solid wood to be repaired and metal parts to be replaced Delaminated Panel will be replaced	Vendor Partner with Arrivae Assure* team	45 days
Chairs	Solid wood/ Metal /Upholstery.	Solid wood parts would be warranted 1 year for joint firmness, Metal finish against rusting for 1 year Upholstery warranted for 1 year against wet crocking and pilling	Solid wood to be repaired and metal parts to be replaced Upholstery to be replaced	Vendor Partner with Arrivae Assure* team	45 days
Chest of drawer	Solid wood/Panel	Solid wood parts would be warranted 1 year for joint firmness, Panel lamination would be warranted against delamination for 3 years	Solid wood to be repaired Delaminated Panel will be replaced	Vendor Partner with Arrivae Assure* team	30 days
Coffee table , Console table, Desk	Solid/Metal/ Resin/ Panel/Fabric	Solid wood parts would be warranted 1 year for joint firmness, Metal finish against rust and resin finish against discoloration for 1 year Panel lamination would be warranted against delamination for 3 years	Solid wood to be repaired and metal parts to be replaced Delaminated Panel will be replaced resin to be colored.	Vendor Partner with Arrivae Assure* team	45 days

Products	Category	Warrantee Terms	Remedial action during warrantee	Who will do	TAT
Curtain	Fabric	Only against Discoloration for 1 year	To be replaced	Vendor Partner with Arrivae Assure* team	30 days
Dressers	Solid wood/ Panel	Solid wood parts would be warranted 1 year for joint firmness Panel lamination would be warranted against delamination for 3 years	Solid would to be repaired Delaminated Panel will be replaced	Vendor Partner with Arrivae Assure* team	30 days
Entry way	Solid wood	Warranted for Joint firmness for 1 year	Joints to be repaired	Vendor Partner with Arrivae Assure* team	30 days
Garden and outdoor	Rattan	1 year warrantee against discoloration of rattan material and frame firmness	to be replaced for discoloration and frame repair	Vendor Partner with Arrivae Assure* team	45 days
Ottoman and poufs	Upholstery / Metal	Metal finish against rusting for 1 year Upholstery warranted for 1 year against wet crocking and pilling	metal parts to be replaced Upholstery to be replaced	Vendor Partner with Arrivae Assure* team	45 days
Prayer and Pooja cabinet	Solid wood	Warranted for Joint firmness for 1 year	Joints to be repaired	Vendor Partner with Arrivae Assure* team	30 days
Rugs	Fabric	One year warrantee on finish, specially wet crocking (discoloration) and pilling of fabric. Joints firmness warranted for 1 year	Upholstery fabric to be replaced. Joints to be repaired	Vendor Partner with Arrivae Assure* team	30 days
Shoe rack	Wood and panel	Solid wood parts would be warranted 1 year for joint firmness Panel lamination would be warranted against delamination for 3 years	Solid would to be repaired Delaminated Panel will be replaced	Vendor Partner with Arrivae Assure* team	30 days
	Solid wood/ Metal/ Resin	Solid wood parts would be warranted 1 year for joint firmness Metal finish against rust and resin finish against discoloration for 1 year	Solid would to be repaired and metal parts to be replaced, resin to be colored	Vendor Partner with Arrivae Assure* team	45 days
Single seater sofa	Upholstery	One year warrantee on finish, specially wet crocking (discoloration) and pilling of fabric. Joints firmness warranted for 1 year	Upholstery fabric to be replaced. Joints to be repaired	Vendor Partner with Arrivae Assure* team	30 days
Sofa cum bed	Upholstery	One year warrantee on finish, specially wet crocking (discoloration) and pilling of fabric. Joints firmness warranted for 1 year	Upholstery fabric to be replaced. Joints to be repaired	Vendor Partner with Arrivae Assure* team	30 days
Sofa set	Upholstery	One year warrantee on finish, specially wet crocking (discoloration) and pilling of fabric. Joints firmness warranted for 1 year	Upholstery fabric to be replaced. Joints to be repaired	Vendor with Fulfilment team	30 days
Stools	Solid wood/ Metal	Solid wood parts would be warranted 1 year for joint firmness Metal finish against rusting for 1 year	Solid would to be repaired and metal parts to be replaced	Vendor Partner with Arrivae Assure* team	45 days
Study tables	Solid wood	Warranted for Joint firmness for 1 year	Joints to be repaired	Vendor Partner with Arrivae Assure* team	30 days
Trunk coffee table	Solid wood	Warranted for Joint firmness for 1 year	Joints to be repaired	Vendor Partner with Arrivae Assure* team	30 days
TV units	Solid wood/Panel	Solid wood parts would be warranted 1 year for joint firmness Panel lamination would be warranted against delamination for 3 years	Solid would to be repaired Delaminated Panel will be replaced	Vendor Partner with Arrivae Assure* team	30 days
Wall shelf , Wardrobe	Solid wood/Panel	Solid wood parts would be warranted 1 year for joint firmness Panel lamination would be warranted against delamination for 3 years	Solid would to be repaired Delaminated Panel will be replaced	Vendor Partner with Arrivae Assure* team	30 days

DOs & Don'ts Care for Panel, Wood Furniture:

Do's

- Cleaning and dusting your furniture on a regular basis will help to extend the life of the product. Dusting is the best done with mildly damp cotton cloth. Before dusting, lightly moisten the cloth with mild non-alkaline soap and water. A dry cloth can leave hairline scratches on the finish. However for Decorative paper lamination uses a soft dry cloth. Ensure that No water is left in the grooves and edges after cleaning as this may result in the beginning of deterioration of the panel furniture, which ultimately results in swelling and weakening of the structure.
- Use coaster/mats/tablecloth when keeping hot dishes on any bed sides/coffee table/dining table.
- Clean spills immediately, preferably by blotting with a soft and dry cloth/sponge.

Don'ts

- Avoid contact of solvent, alcohol, nail polish and thinner with furniture surfaces.
- Avoid sliding object across the surface of the side table. Always lift and place the objects.
- Do not allow sharp objects to come in the contact with the furniture's surfaces.
- Prevent contact with water and corrosive substances as they may damage part of product.
- Avoid placing furniture in the direct sunlight, hot conditions (near fireplaces, heaters, radiators and damp condition (area like basements, attic, garages and area prone to leakage, seepage) to prevent deterioration in the furniture quality.
- Avoid direct contact of furniture from your building's wall, floor if the building is not treated for termite. Infestation might get in to furniture.
- Avoid using abrasive cleaning agents like nitro based thinners, acetone, Thinner as these can damage the surface.

- While mopping/dusting the floor, avoid contact of the dust with headboard/footboard base, wardrobe base, side table base etc. as prolonged contact may result in fading the finish/colour.
- Prevent kids from standing / jumping on the lid of the under-storage and on the wardrobe shelves. It may hurt them as well as damage the panel.
- Dropping or other impact of pointed objects on the panels will damage / chip-off the panel surface.
- We recommend opening and closing the doors, drawers and lids gently. When open, the angle of the door should not push beyond its body level i.e. 90 degrees for better functionality of hinges.

Care Instructions for Decorative Paper Laminated Surfaces:

Do's

- Regular cleaning and dusting of your furniture will help preserve its quality in the long run.
- Direct contact of liquids with laminated surfaces should be avoided at all costs. Clean spills immediately, preferably by blotting with a soft and dry cloth/sponge.

Don'ts

- Do not clean with a damp cloth. Only a dry and soft cloth must be used for cleaning.
- Do not expose paper laminated surfaces to humid conditions.
- Do not use any sort of adhesive tape on laminated surfaces, the removal of which, will cause peeling of the laminate.

Care Instructions for Glass Part & Mirror:

Do's

- For cleaning the mirror, use clean warm water with a soft, grit-free cloth or a newspaper for quick cleaning.

Don'ts

- Cleaning the surface of the mirror with a dry cloth can leave scratches on the glass surface.
- Avoid any kind of impact on the mirror surface as it may cause the surface to shatter / break / crack.
- Avoid keeping the edges of the mirror wet for prolonged periods of time.
- Do not use acid / alkaline / abrasive cleaners on the mirror surface. This is to avoid damage to the edges and the backing of the mirror.
- Never spray a cleaner directly on the surface of the mirror. Instead apply the cleaner to the cloth and then wipe the mirror.
- Do not apply any cleaning agent to the mirror backing.
- In case of any tempered glass avoid direct placement of any object with extremely hot or extremely cold temperature. This may lead to breakage.

Transportation and Shifting of Furniture:

- Check the furniture thoroughly for any loose joints, Cracks etc. and fasten / secure or fix the same before shifting.
- Always empty the wardrobes / bed storage completely of all contents including removable shelves and drawers and lock the wardrobe before shifting.
- Always remove the drawers and mattress before shifting the bed.
- The bed / wardrobe / side table / dressing table should not be dragged or pushed as this may lead to misalignment of the panels and hence weakening of the structure.
- The bed should always be lifted and placed in a new position. The bed should not be lifted by the headboard and the footboard. Instead, it should be held from all 4 corners of the bedstead. Use sufficient manpower to lift and move the furniture.
- The wardrobe should be tilted either backwards or sideways and then lifted from the base. Use sufficient manpower to lift and move the furniture.
- Move furniture slowly and carefully. Bumping it against doorways, walls etc. can cause damage to the furniture.

General Exception: The warranty does not cover any failure of the goods:

- arising out of normal wear and tear or due to misuse, including but not limited to use in other than normal manner in accordance with the instructions provided during the handover/ stipulated by the manufacturer;
- due to climate change, water-seepage, accident, modification, or adjustment, or acts of God or damage;
- caused by installation, modification or repair or opening of the product performed by unauthorised personnel;
- that have been placed outdoor or in a humid environment or if the goods have been used for non-domestic purposes.

Except to the extent of the warranty provided above, we specifically disclaim all warranties and indemnities, express, implied, contractual, statutory or otherwise, including without limitation any warranty of merchantability, fitness for a particular purpose, or any warranty arising in the course of service or dealing. Our liability for any and all claims arising in respect of any warranties, whether in contract, tort, negligence or otherwise, shall in no event exceed the aggregate amount paid to us for the particular goods.

Save the receipt of purchase, it is required for the guarantee to apply. If anything happens, or if you're not satisfied, Please feel free to

**call our *Arriva Assurance number
Monday to Saturday 10:00 am to 7:00 pm
+91-22-39612435**

