



CANVAS WARRANTY TERMS AND CONDITIONS

1. DECLARATIONS

CANVAS Furniture Design & Development (hereinafter "CANVAS FD&D") declares that it is a company dedicated to the design, manufacture, and sale of furniture.

The customer declares that they have received the product to their full satisfaction, except as provided in the section on receipt.

2. PURPOSE

The purpose of this document is to establish the terms, conditions, scope, and limitations of the warranty applicable to products sold by CANVAS FD&D.

3. WARRANTY PERIOD

The warranty shall be valid for the following periods, effective from the product's delivery date:

- Furniture frame: 12 (twelve) months
- Upholstery, fabrics, leather, and finishes: 6 (six) months
- Hardware, mechanisms, and metal components: 3 (three) months

For third-party components or products, the warranty will be that provided by the respective manufacturer.

4. COVERAGE OF THE WARRANTY

The warranty covers exclusively manufacturing defects attributable to CANVAS FD&D, including:

- Structural or assembly defects
- Defects in mechanisms or hardware
- Problems with upholstery or stitching resulting from manufacturing
- Deficiencies in finishes that affect the product's functionality

A manufacturing defect shall be understood as any anomaly originating in the production process that affects the normal use of the product.

5. EXCLUSIONS

The warranty will be void in the following cases:

- Improper, negligent, or unintended use of the product
- Normal wear and tear from ordinary use
- Exposure to moisture, excessive heat, direct sunlight, or unsuitable environmental conditions
- Lack of preventive maintenance and/or proper cleaning, in accordance with the "Maintenance and Cleaning Guide," which is published and available for download at the following link:
<http://www.canvasfurnituredesign.com/politica-de-garantia>
- Stains, spills, or contact with chemicals
- Modifications, repairs, or interventions by unauthorized third parties
- Damage caused by transportation, handling, or relocation not performed by CANVAS FD&D
- Presence of pests, harmful wildlife, or unsanitary conditions
- Natural variations in materials (wood, leather, textiles)
- Failure to follow usage and maintenance recommendations
- Damage resulting from the use of materials and/or hardware not recommended by CANVAS FD&D, which were selected by the customer despite prior warning
- Damage resulting from a lack of information or incorrect specifications provided by the customer regarding environmental conditions and furniture usage

your Furniture, our Canvas





6. PRODUCT RECEIPT

The customer must inspect the product upon delivery.

Any visible damage, missing items, or defects must be reported within a maximum of 2 (two) business days, accompanied by photographic evidence.

Once this period has elapsed, the product will be presumed to have been received in good condition, except for defects not visible at the time of delivery.

7. WARRANTY PROCEDURE

To validate the warranty, the customer must:

1. Submit a written request via email or WhatsApp
2. Attach photographic evidence of the defect
3. Allow for a technical inspection of the product

CANVAS FD&D may require additional information for the proper evaluation of the case.

8. DECISION

CANVAS FD&D will issue a technical decision within a maximum of 5 (five) business days from the date of receipt of the complete application.

The decision will determine whether the warranty claim is valid or invalid.

9. SOLUTIONS

If the warranty claim is valid, CANVAS FD&D, at its sole discretion, may:

- Repair the product
- Replace the product with an equivalent one
- Provide an alternative solution of similar value

10. SERVICE TIMES

- Assessment: up to 5 business days
- Repair: 10 to 25 business days
- Replacement: subject to availability or production times

Times may vary depending on the complexity of the case.

11. LIMITATION OF LIABILITY

CANVAS FD&D shall not be liable for indirect, incidental, or consequential damages.

In any case, maximum liability shall be limited to the amount paid for the product.

12. JURISDICTION

For the interpretation and enforcement of this document, the parties submit to the laws of the United Mexican States and to the jurisdiction of the competent courts of the state of Jalisco, waiving any other jurisdiction to which they might be entitled.

13. ACCEPTANCE

The purchase, receipt, and use of the product imply full acceptance of these terms and conditions.

CANVAS Furniture Design & Development

Your furniture, our canvas

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