

# ChapX

Extraordinary Chapel Furnishings

## Warranty Information Chapel Equipment with ChapX Luxury Laminate

Material and workmanship of standard products are warranted for a period of 1 year from the date of the original invoice. Components, including hardware and bases, are warranted for a period of 2 years. ChapX (a division of FFH LLC) retains the right and at the discretion of FFH LLC, to replace or repair any product(s) or part(s) thereof which are found defective in materials or workmanship. Warranty becomes invalid for products engineered by client whereas construction method, material specifications or final product assembly adversely affects materials and or workmanship. In no event shall we be liable for consequential or special damages or for transportation, installation, adjustment, or other expenses that may arise in connection with such products or parts. Warranty becomes invalid if the product or parts exhibit abuse, improper or unusual abuse. This warranty is invalid if product is subjected to caustic or abrasive cleaning agents or sharp objects that cause damage. This warranty is invalid if the product is altered from its original condition. This warranty is expressly made in lieu of any, and all other warranties expressed or implied.

## Freight Damage and Claims

Ownership and title, transfers to buyer upon acceptance by the carrier. All products are packaged in compliance with carrier's specifications.

Upon receipt, all cartons must be carefully inspected for any damage whether visible or concealed. Any damage to packaging materials or products must be noted on the carrier's delivery receipt. Consignee must also register the damage via a claim to the appropriate purchasing agent via email including photos of damage. The customer has fifteen (15) days to report and request inspection from the carrier for damage noted on carrier's receipt or for concealed damage discovered after delivery. Both packaging material and contents must be retained for carrier's disposition. Freight damage claims are the responsibility of the consignee. Shortage claims must be reported to the carrier within ten (10) days of receipt.

For warranty of prayer kneeler fabric, see ChapX chapel chair fabric warranty

## Warranty Information Chapel Chairs

Your chairs have a non-transferable limited warranty to the original owner of the product for a period of 10-years from the date of purchase, against defects in material and/or workmanship in the manufacture of structural components of the chair frame. Warranty shall terminate upon the sale or other transfer of the product by the original owner. As used in this Limited Warranty, the word "defect" means imperfections in components which substantially impair the utility of the product. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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### **Chair Frames**

This Limited Warranty applies only under conditions of normal intended use of the product and does not cover defects or conditions caused by, or resulting from, failure to follow product assembly or cleaning instructions or

information on warnings, misuse, abuse, neglect, intentional or accidental damage, and act of God (including but not limited to, fire, flood, or earthquake) or any alteration or modification of the product. This Limited Warranty does not cover ordinary wear and tear from normal usage of the product. Any product that has, in our opinion, been abused or mistreated will not be covered by this Limited Warranty.

This Limited Warranty provides no coverage for fabrics used on products. Fabrics used on our chairs are subject to a separate warranty provided by the fabric manufacturer and, to the extent possible, any such warranty will be passed on to the original owner from the manufacturer of the fabrics.

As the exclusive remedy under this Limited Warranty, FFH LLC (at its sole discretion) will obtain/provide replacement parts or, if unable to be repaired with replacement parts, replace the defective product if product is unable to be repaired and it has been discontinued, it will be replaced with a reasonably comparable product not to exceed the cost of the original product. Under no circumstances will a refund for any defective product be given. Replacement parts and replacement products will be warranted only for the remaining period of the original warranty. FFH LLC may require independent confirmation of any claimed defect, which may include an inspection. Any costs incurred in repairing or replacing defective products, including inspection of the product, labor, and transportation of the product to and from our manufacturer are the responsibility of the original owner.

### **Chair Fabrics**

ChapX fabrics are warranted for 2 years from the date of delivery to the consumer provided fabrication guidelines are met and customer abuse or neglect is not present. This warranty is valid only when used in accordance with the product's intended use, and excludes damage caused by circumstances that do not constitute normal wear. Cuts, tears, pulls, burns or damage resulting from unreasonable use or abnormal conditions are not included in the warranty.

This warranty does not apply to damage caused by any of the following: mistreatment, misuse, use of improper cleaning methods or agents, improper installation, improper maintenance, fire, chemicals, products not normally found in the home or in general commercial use, or damage caused by excessive, direct, or indirect sun exposure and ultraviolet light.

This warranty applies only to the original purchaser and consequential or incidental damages are expressly excluded.

Congratulations and thank you for your purchase of ChapX, extraordinary chapel furnishings. We understand you have purchasing options, and we appreciate your allowing us to fill that need.

Should you have any questions about the care and maintenance of your ChapX furnishings, please contact:

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