



Warranty Terms



A warranty period of 2 years applies to all Boomfortune Products, except for cushions, protective covers, and textiles. And for 1 year when the furniture is used less than 1km from the sea or salt water. The warranty doesn't cover that the furniture is placed in a chlorine-filled environment.

The warranty starts from the day the product was bought directly from Boomfortune or its official partners.

The 2-year warranty applies to manufacturing and material errors that occur during normal usage, and not to errors or deficiencies occurring in the course of time or normal usage (wear and tear). Conditions that are not covered by this warranty include but are not restricted to-colors fading, changes in wood textures, scratches occurring during use, damage resulting from defective maintenance or incorrect use, etc. The warranty does not cover for example discoloration or color running, cracks, scratches, or tears occurring in the varnish due to usage.

In order to look into warranty issues, Boomfortune requires all the materials to be sent: the product's unique code, photos or video of issues - general overview, and close-ups (see detailed claim procedure). The customer service personnel will respond to feedback within 48 hours and provide a solution as soon as possible.

Claim procedure

Written documentation is required before any judgment regarding defective products, including:

- *Copy of the invoice/ proof of purchase
- *Photography of the relevant furniture clearly illustrates the defect
- *Description of the product, model no., order no. and batch sticker (underneath the seat or tabletop)
- *Description of the defect
- *Description of the time and circumstances when the defect was discovered
- *Description of the packaging, clearly showing if the box was closed or opened upon delivery

In the case that the damage is caused by a manufacturing defect, and within the limitations of the warranty, Boomfortune will, at its discretion: replace or repair the damaged product or parts or offer a credit to replace or purchase new products.

Shipping of replacements or replacement parts is subject to a lead time of eight to twelve(8-12) weeks. Expedited or substituted replacement parts are subject to express charges. If the product is no longer sold by Boomfortune, Boomfortune has the right to provide an appropriate replacement, as determined by Boomfortune.



Those which is not caused by the product quality problem(man-made damage,improper use or force majeure),the company will provide the customer with suggestions and quotations for repairing and replacing the components.

In case damage was caused during unpacking,transport,transit,freight or delivery,Boomfortune will look for a relevant solution,together with the buyer and transport company,taking into consideration relevant insurances.

Note the damage caused by third parties is not within the scope of liability:

Limitations due to non-intended reasonable use

Our warranty is developed for the intended reasonable use, and any damage which occurs from the following causes is excluded from this limited warranty: smoking, sharp objects, misuse, abuse, renting or borrowing, alterations, accidents, placement of excessively hot items on the surface of the product, used by people who weight over 150kg/300lbs, damage by pets or wild animals, sitting on backrests, sitting on wet seats, use for transport or any other use beyond the intended reasonable use of the furniture.

Limitations due to extreme conditions

Any damage which occurs from the following causes are excluded from this limited warranty: natural disasters, extreme weather conditions, extremely high winds, floods, fires, earthquakes, accidents, war, violence, terrorism, or any other extreme condition.

Limitations for showroom samples

Furniture from our store, showroom, or our agent's store, are sold "as is", meaning that they might have been used for photography, display, or showroom purpose, and might show certain signs of use and our limited warranty doesn't apply.

Maximum liability:

Maximum liability is the purchase price of the failed product in the form of a credit or purchase new product. Boomfortune will not be liable for any consequential, economic, or incidental damages or delays resulting from a product defect. Boomfortune will not cover any damage or injuries to third parties, such as but not limited to: injuries to people or animals, damage to clothes, floors, walls, furnishing, and any other consequential damages.

Implied warranties don't apply.