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Product warranty policy(质量保证政策)

Five-year product quality assurance commitment:

Beleyo Furniture promises the following rules for the implementation of product quality assurance:

1. The product quality guarantee period is calculated from the date when the customer receives the value of the goods;
2. Product quality assurance can no longer be abnormal (man-made, external force, disaster, etc.);
3. Customized products are not within the scope of this quality assurance;
4. The fabric provided or specified by the customer is not within the scope of quality assurance;
5. The product damage caused by the freight company designated by the customer is not within the scope of quality assurance;
6. Chair products (mesh chairs, leather chairs).

The five-year quality assurance components are: headrest, back frame, armrest, chair seat, chassis, air pressure bar, five-star foot, chair wheel;

The parts with one-year quality guarantee are: foam, fabric, surface treatment of metal parts;

7. Unnatural use or product damage beyond the warranty period needs to be repaired, and the cost of the product shall be charged according to the damage of the product, and the round-trip freight will be borne by the customer;

8. All product guarantees or product appearance damage issues must be provided with product photos or videos to support and judge. Our company guarantees to arrange processing within 48 hours after receiving the complete information.

五年产品质量保证承诺书:

彼栎佑家具承诺产品质量保证执行细则如下:

- 1、产品质量保证期从客户收到货值日开始计算;
- 2、产品质量保证不可再非正常(人为、外力、灾祸等)的情况下;
- 3、客户定制产品不在此质量保证范围内;

4、客户提供或指定的面料不在质量保证范围内；

5、客户指定的货运公司所导致产品损坏不在质量保证范围内；

6、椅类产品（网椅、皮椅）。

五年质量保证的部件为：头枕、背框、扶手、椅座、底盘、气压棒、五星脚、椅轮；

一年质量保证的部件为：泡棉、面料、金属件表面的处理；

7、非自然使用或超过质保期产品损坏需要维修，需视产品损坏情况酌收工本费用，往返运费客户自理；

8、所有产品保证或者产品外观损坏问题，均需提供产品照片或者视频佐证与判断，我公司保证接到完整信息后 48 小时内安排处理。