

# FOR QUESTIONS AND CONCERNS!



**Please contact Innovex Home Furnishing regarding any damaged or defective product(s).  
Our Customer Service Representative will help you to replace the defective part(s).**

**Visit our website and fill out the Parts & Service Form for damaged/missing parts.**

**INNOVEX Home Furnishing**

**rma@innovexhome.com**

**1-888-INNO-617**

**1-888-466-6617**

## Warranty

INNOVEX HOME PRODUCTS are warranted to be free from defects in material and workmanship for a period of one year: One year warranty from date of original purchase by consumer. If you believe your INNOVEX product is defective, please call, fax, write, or e-mail our customer service department at:

INNOVEX HOME PRODUCTS / 3406 Pomona Blvd. Pomona, CA 91768 / Attention: Customer Service Department  
Tel (909) 895-8799 / Toll Free (888) INNO-617 / Fax (909) 895-8798 / E-mail us at rma@innovexhome.com

Should your product be defective, INNOVEX will replace the defective part(s) at no cost to you. Whether you call or write, please have your model number and reference number located on the original packaging ready for our customer service team. You will be asked to tell us what INNOVEX product you have, along with the date of purchase and the way you believed the product is defective. For any part request, an original proof of purchase is required and must be accompanied with images of the defective or damage part/s. Please do not ship your product back to us. In the event it becomes necessary for your product to be returned or exchanged, proof of purchase is required, and must be made through the original store of purchase. All returns or exchanges will vary according to the store's policy and limitations: For more details and information about returns and exchanges, contact your original store of purchase.

Note: All replacement parts will be shipped standard ground service (No exceptions).

This warranty does NOT cover any normal wear and tear, or any damages done by the customer. This warranty does not cover any defect nor damage as result of misused or failure of following assembly instructions, intentional damage, abuse, alterations or modifications, nor any damage resulting from inadequate maintenance, care or cleaning of the product in concern. This warranty is intended only for manufacture defects or damages occurred during transit from our facilities to you.

This warranty can not be transferred to a subsequent owner of the product in concern, and shall be void in the event the product is transferred, re-sell, lease or rent to other person other than the original purchaser. This warranty does not cover any products discontinued by Innovex and sold by the original store of purchase. Moreover, our warranty is void if the product in concern was purchased "used", "as is", "final sale", from a "going-out-of-business" or from a liquidation.

Innovex Home Products is not responsible for any assembly services provided from the original store of purchase. In the event if a part needs replacement, Innovex Home Products will not provide any services for re-assembling and does not provide any credit towards those services in concern.

**INNOVEX HOME PRODUCTS is not responsible for any incidental or consequential damages which may arise out of the purchase or use of any INNOVEX product; INNOVEX HOME PRODUCTS is not responsible for any personal injury/property/equipment damage from the use of INNOVEX products. INNOVEX HOME PRODUCTS liability for any breach of warranty shall be limited to replacement of the defective parts as described above.**

Important: Some states do not allow the exclusion or limitation or consequential damages, so the above limitation or exclusion may not apply to you.