



mambo—
unlimited
ideas

utu.
lamps

theia
CREATIVE TILES

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WARRANTY POLICY

1. Mambo Factory provides a limited warranty of 1 year for contract use and 2 years for residential use of its products, to the original purchaser, against defects in material and workmanship.

This warranty does not cover second purchasers of the products nor distressed products by display use or display samples. Colour and finishing variations are natural in woods and leathers and are not defects but characteristics; slight colour variations on fabrics and lacquered metal are also possible and are not defects. These situations do not apply to warranty. There may be small differences between colours and sizes (vary from 0,5 - 3cm) which are not defects but features of our handmade processes.

2. This warranty applies under conditions of normal use and excludes damage caused by misuse, or those resulting from fading caused by exposure to excess light (pieces should be protected of direct sunlight), soiling, improper cleaning, abnormal use or accident.

3. Defective goods must be returned to our warehouse for analysis and should be packed effectively. Any costs for packing and shipping are not covered under this warranty. Any damage resulting from negligent packing or transport back to our warehouse will not be covered by this warranty.

4. Mambo's products are handmade one by one, therefore there may be some slight differences from piece to piece, that are not defects but normal features of the products.

5. To obtain proper service under this warranty, the original purchase receipt must be presented.

This warranty does not apply to:

- Failure to follow product care instructions as advised by Mambo Factory;
- Damage caused by a carrier other than Mambo Factory's Forwarder;
- Normal wear and tear or acts or omissions of parties other than Mambo Factory (including user modification);
- Customers Own Material or other third party materials applied to Products;
- Products not installed following instructions or damaged by careless removal of packaging;
- Dramatic temperature variations or exposure to unusual conditions;