

## FACTORY DIRECT WHOLESALE RETURN AND WARRANTY POLICIES

### Return Policy:

All returns have to be pre-approved by Factory Direct Wholesale, LLC customer service within 30 days of receiving the item. All other returns will not be refunded without authorization to return the items.

If the item has not arrived damaged nor defective the buyer is held responsible for all return shipping costs, and along with restocking fees.

All items must be re packaged in the original box it was received in.

We will not provide any additional packaging materials to return the item.

We are not held responsible for any packages returned to us that are not originally shipped by us.

If the buyer refuses delivery of an item that did not arrive damaged in transit they are held responsible for all return shipping costs.

### FACTORY DIRECT WHOLESALE THREE MONTH LIMITED WARRANTY

Factory Direct Wholesale always has your needs and wants in mind. It is our goal to provide safe, reliable products that provide our customers with years of satisfaction.

Factory Direct Wholesale products are warranted against manufacturing defects in material and workmanship for six months from the ORIGINAL PURCHASE DATE with the following exceptions: Upholstery materials, foam, gas, cylinders, wood components, control mechanisms, and electronic components. Upholstery materials and foam are warranted against unusual wear or deterioration and gas cylinders, wood components, and controls against structural failure or unusual wear for three months. All electronic components for the units have a 30-day warranty period.

The warranty obligation is limited to the replacement or repair, at Factory Direct Wholesale's option, of defective parts and components. The warranty of this product is null and void if the product is subject to negligence, abuse, misuse, modification or accident. The warranty is only rated for the original purchaser of the product and will not be honored if the product is resold. All warranties are for normal household usage.

Should any component be found to be defective under normal single shift usage, that component will be replaced free of charge. In order to get the replacement part please contact Factory Direct Wholesale to obtain a return authorization.

This warranty applies only to the product; Factory Direct Wholesale is not responsible in any way for loss, inconvenience or any other special or consequential damages caused by any product defect.

### PRODUCT DISCLAIMER:

Factory Direct Wholesale is in no way liable to you for any direct, indirect, incidental, special, consequential or exemplary damages including but not limited to damages for loss of profits, goodwill, use, or other intangible and tangible losses (even if Factory Direct Wholesale has been advised of the possibility of such damages), resulting from negligence, abuse, misuse, modification or accident.

All of our products are intended for experienced adults over 18 years of age and for personal use only. Factory Direct Wholesale, LLC will not be held liable under any circumstance for incidental or consequential loss or damage or injury, due directly or indirectly to the use of our product, including any malfunction from negligence or defect. The seller makes no claims as to the suitability of our product for any specific purpose or use. The buyer holds seller and its agents and affiliates harmless from any liability arising out of or relating to the use or ownership of our product. Buyer fully accepts responsibility & releases the seller from any and all personal injuries, death of the user and others, losses, costs, and damages incurred as a result of buyer or anyone else's operation of our product. By purchasing this item, you acknowledge that you have read and understood, and you agree, to the terms and conditions of this agreement, and you represent that you are of legal age (age 18 or older) to enter this agreement and become bound by its terms.