



## WARRANTY FURNITURE

**Make your warranty valid by communicating the number of your invoice to one of our commercial advisors or to the telephones of our service departments indicated on our website [www.firplak.com](http://www.firplak.com)**

### FULFILLMENT OF THE WARRANTY

- Limited warranty on **ESSENTIAL** and **LIFE** cabinet: 1 year.
- Limited warranty on **CLASS** cabinet: 5 years.
- Limited warranty on all hardware: 1 year.

**This warranty covers manufacturing and material defects from the date of purchase specified on the invoice.**

- Aging and color shift are natural to melamine particle board, so color stability cannot be guaranteed by FIRPLAK S.A.
- The warranty does not apply to gaps (tolerances) between doors and / or drawers, as it is normal for it to shift over time due to structural movements and continuous use; these can be adjusted by the user.
- The load that the cabinet resists will depend a lot on its size, keep in mind that it should not exceed its capacity by placing more weight on it than it was designed to resist (Max. 60 lb for wall mounted cabinets).
- FIRPLAK S.A grants a maximum period of 3 business days to claim for damages or anomalies in the product (broken parts, missing parts, scratches or dents, among others) identified at the time of delivery, from the 4 (fourth) day, FIRPLAK S.A is not liable for damages of this kind.
- Replacements are subject to availability of hardware, handles and material colors may differ from those supplied with the original product.
- When making a claim, please have the model number or reference of the cabinet, identify the traceability label glued to part B of the furniture (right side) and the letter of the part or name of the hardware needed, this Information will be found in the installation instructions, in addition to having the invoice or purchase receipt.
- It is necessary to email the requirements to FIRPLAK S.A for any identifiable malfunction or defect to request a technical visit. FIRPLAK S.A will verify the damage and issue a technical diagnosis.
- For the validity of the guarantee, it is essential that the customer follow the instructions for use and maintenance attached to each product, and on our website [www.firplak.com](http://www.firplak.com).

### CARE AND RECOMMENDATIONS FOR THE DURABILITY OF THE PRODUCT

- Protect the cabinet from moisture (excess water when cleaning the cabinet, direct drips due to hydraulic connections, moisture from the walls where the cabinet is installed, etc.).
- Perform hinge maintenance 3-4 times a year.
- Avoid excess water during cleaning.
- Clean only with cloths dampened with water, liquid soap or alcohol.
- Do not use wire sponges, abrasive powder or hard detergents.
- Utensils (plates, pots, containers, etc.) must be dry when stored.

### LIMITATIONS AND EXCLUSIONS

(Exceptions that can cause a claim to be rejected and a guarantee made)

1. Damage caused by negligent handling of the product or improper repackaging, as well as damage caused by improper installation or improper use.
2. Damage caused by not installing the products as specified in the installation instructions.
3. Damage caused by unauthorized modifications to products or bad installations.

4. Damage to the surface of the cabinet.
5. Damage caused by the permanence of water inside the product.
6. Damages in accidents, fires, natural phenomena or other circumstances.
7. Exposure of the furniture to humid or low ventilation environments, high temperatures, dirt or insects such as termites, white ant or any other type of insect that affects the product.
8. It cannot be demonstrated in any way that the product is a FIRPLAK S.A.
9. Detachment of the melamine from the board by external tools or wrong manipulation.
10. Additional services not covered by this guarantee and requested by the client will be charged in accordance with the rates established by FIRPLAK S.A.
11. The warranty time of the product or the product has expired.
12. The use or installation of cabinet in unsuitable environments that may affect the wood or its structure.
13. There is a claim arising from abuse, mistreatment, neglect, accident, poor installation, poor storage or operation by the buyer.

## RECOMMENDATIONS

Read the user manual carefully.

Compliance and verification of the warranty is effective in the following areas:

**BOGOTÁ, MEDELLÍN, CALI, PEREIRA, BARRANQUILLA, CARTAGENA, SANTA MARTA, MONTERÍA, SINCELEJO, CÚCUTA, BUCARAMANGA, MANIZALES, TOLIMA, IBAGUÉ, NEIVA, ARMENIA.** Verification of the warranty is effective within the metropolitan area.

Travel and per diem expenses incurred by an authorized dealer for such work, other than the cities listed above, are not covered by the warranty. FIRPLAK reserves the right to verify the damage on the site where the product is located.

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## RESIGNATION

- There will be no other warranty than the one agreed upon.

## OTHER RIGHTS

- The warranty gives you all the rights granted by law, which may vary from country to country.



[www.firplak.com](http://www.firplak.com)

Sede principal: Calle 29 N° 41-15 (Itagüí - Antioquia), Teléfono: (574) 444 17 71

If you need help, please contact your [firplak business advisor](#).  
tel: 4441771 (ext: 108). tel: 4441771 (ext: 131)