



KEYSTONE & CO

LIMITED WARRANTY

CUSTOM HOSPITALITY FURNITURE

At Keystone & Company, we take pride in the quality, craftsmanship, and performance of the custom furniture we manufacture. We stand behind our products against defects in product quality and workmanship, subject to the terms and exclusions outlined below.

2
YEAR
LIMITED WARRANTY

TWO-YEAR LIMITED WARRANTY

Keystone & Company warrants its products against defects in product quality for a period of two (2) years from the date of the final invoice.

The warranty applies to the original purchaser and is not transferable. The warranty terminates if the product is sold or transferred.

WHAT IS COVERED

If, during the warranty period, a product displays a covered defect in its performance or appearance, Keystone & Company will, at its option:

REPAIR

the affected merchandise

REPLACE

the affected merchandise

WHAT IS NOT COVERED

The warranty does not cover damage or failure resulting from:

- Freight or shipping damage
- Unreasonable, abusive, or improper use
- Improper care or cleaning
- Normal wear
- Fading or stretching of fabrics and vinyl
- Acts of God

PROPER CARE MATTERS

Improper care or cleaning may void warranty coverage.

Refer to the appropriate Keystone & Company Care + Maintenance guide for recommended maintenance procedures.

MAKING A WARRANTY CLAIM

Claims for defects in product quality must be initiated within the warranty period through the authorized party from whom the product was originally acquired, or by contacting Keystone & Company Customer Service at (702) 566-0403.

Keystone & Company reserves the right to examine products claimed to be defective. Upon approval of a claim, Keystone will authorize repair or replacement of the defective merchandise.

WHEN SUBMITTING A CLAIM, PLEASE HAVE AVAILABLE:

Project Name | Purchase Order or Invoice Number | Item Number
Description of Issue | Photographs

WARRANTY LIMITATIONS

The warranty is valid only in the United States, Puerto Rico, and other countries negotiated in the original purchase agreement.

Keystone & Company is not responsible for loss of use, time, inconvenience, packaging, travel, personal injury, or other consequential or incidental damages resulting from product defects. No other firm or individual is authorized to modify this warranty, provide additional warranties, or assume obligations on behalf of the manufacturer in connection with the sale of the goods.

