

# VIFAH LLC

## Policies

Even at full retail prices, VIFAH products offer remarkable value. The fact that we are the direct factory and you are working directly with us already results in great savings. Better yet we offer additional savings at our online store, as we only focus on serving **high-volume orders** and **trade orders**, and streamline the ordering process. All prices at our online store are **discounted wholesale prices** for volume purchases, and they are the **absolutely lowest prices** on the market.

### Delivery

Product availability will be confirmed upon receipt of order. Generally allow 24 hours from receipt of full payment for in-stock items to be shipped.

Small pieces are generally shipped via UPS Ground and shipping charges are based upon weight or dimensional weight and destination.

Large pieces and large quantities of furniture are shipped motor freight and require a signature. Please provide a daytime phone number when ordering so the freight company can arrange delivery. Normal delivery is curbside; however, special alternative arrangements can be made with our freight company. Shipping costs may vary due to items being shipped.

We also offer customer routing (you choose the carrier & responsible for all freight charges). For customer routing, we will contact your traffic department to arrange delivery.

Products may be arranged for local pickup at our warehouses. Please make arrangement 24 hours in advance.

### Guarantees/Returns

VIFAH warrants to you, the original purchaser, that our product and all its parts and components are free of defects in material and workmanship within one year from the date of purchase. If you find a defect in material or workmanship in any part or component, VIFAH will, at VIFAH's option, repair or replace the furniture free of charge. "Defects", as used in this warranty, are defined as imperfection in material or workmanship that will impair the use of the furniture product.

Our warranty is expressly limited to the replacement of furniture parts and components. This warranty does not cover: 1) defects caused by improper assembly, 2) defects occurring after purchase due to product modification, intentional damage, accident, misuse, abuse or negligence, 3) normal wear and tear due to age, and 4) labor or assembly costs.

All VIFAH warranties are limited warranties and are limited to the original purchaser with proof of purchase. In some cases, wear and tear may be depreciated for the time that the product was in use.

In no event shall VIFAH be liable for incidental or consequential damages resulting from the use of the product.

All shipments should be inspected immediately upon arrival. Please make note of any damage to boxes when signing for shipment. Report any losses or damages promptly to the VIFAH. Notification must be made within one week of delivery. Save damaged cartons until advised by the VIFAH or claim is resolved. All returns **MUST** be authorized by the VIFAH, which will advise you as to return authorization and arrange for pickup or repair of any damaged merchandise.

All returns of undamaged products bought over the phone or other sources are subject to a 30% restocking fee and must be approved by the VIFAH before return shipment.