

## ASTUVIA 6-Month Limited Warranty

ASTUVIA stands behind the quality and craftsmanship of our products. **All ASTUVIA products** are covered by a limited warranty for a period of **6 months** from the original date of purchase.

### What is Covered:

- Defects in materials or workmanship under normal residential use.
- Functional issues such as parts not operating smoothly, structural instability (when properly assembled and using any included safety devices), or other manufacturing-related defects.

### What is NOT Covered:

- Normal wear and tear, scratches, dents, stains, or cosmetic imperfections that do not affect functionality (e.g., natural variations in wood grain or minor color differences).
- Damage caused by misuse, abuse, accident, improper assembly, failure to follow the assembly instructions, overloading, exposure to excessive moisture, extreme temperatures, or commercial/rental use.
- Damage from natural disasters, fire, water, or other external causes.
- Any product that has been modified, repaired, or altered by anyone other than ASTUVIA authorized personnel.
- Consequential or incidental damages (including but not limited to loss of use, inconvenience, or additional expenses).

### Claim Process:

1. Contact ASTUVIA customer support **within the 6-month warranty period**. Provide your order number, date of purchase, clear photos or videos of the issue, and a detailed description of the problem.
2. If the claim is approved, we will, at our sole discretion, repair the product, provide replacement parts, offer a replacement product, or issue a refund (partial or full) based on the nature of the defect.

### Important Terms:

- This warranty is valid only for the **original purchaser** and is **non-transferable**.
- **Proof of purchase** (order confirmation or receipt) is required for all claims.
- This limited warranty gives you specific legal rights. You may also have other rights that vary by jurisdiction.

For warranty support, please reach out to us directly via the platform messaging system or our official customer service channels. Thank you for choosing ASTUVIA – we are committed to your satisfaction and stand ready to assist.