

# HOUE WARRANTY TERMS & CONDITIONS

HOUE warrants to the original purchaser that our outdoor furniture is free from defects in materials and workmanship when used as intended and under normal conditions.

The warranty is valid from the date of delivery to the original purchaser, is non-transferable, and applies only to the original purchaser. Proof of purchase is required.

If you believe your product is faulty due to materials or workmanship, please notify HOUE as soon as reasonably possible. After assessment, any fault covered by this warranty will be resolved by repair or replacement of the defective part or product. If return is required, HOUE will arrange collection and return at no cost. In some cases, local repair may be the most appropriate solution.

No product returns will be accepted without prior authorization from HOUE.

This warranty is void if the product has been misused, handled carelessly, damaged, neglected, exposed to abnormal conditions, modified, altered, or repaired by anyone other than HOUE staff or an authorized representative.

The warranty remains valid only if proper care and maintenance have been carried out according to HOUE's aftercare instructions.

This warranty does not cover normal wear and tear. Damage such as dents, scratches, marks, or fabric tears occurring during normal use is excluded.

This warranty does not affect the purchaser's statutory rights.

Warranty claims will not be accepted for products or components more than 2 years old.

## WARRANTY & COMPLAINT CLAIMS – REQUIRED INFORMATION

To process any complaint or warranty claim, HOUE requires all of the following details provided in a single email to: [info@houe.com](mailto:info@houe.com)

For customers in the US, please provided a mail to: [salesus@houe.com](mailto:salesus@houe.com)

- **Photographs** – both overall view and close-ups of the damage or fault.
- **Product code** of the affected item.
- **Batch number & country of origin** – found on the small silver label (underside of the item / inside cushion zipper) showing a 6-digit number plus country of origin.
- **Date of purchase** – include a copy of the invoice as proof.
- **Location of furniture** – e.g. coastal, inland, poolside.
- **Brief description** of the damage and how it occurred.

Please include a reference (customer name) in the email subject line for easy tracking.

Once we have received all required information, we will review your case and respond accordingly.

## PRODUCT RETURNS POLICY

- All product returns must be pre-authorized in writing by HOUE. Returns without prior written approval will not be accepted.
- HOUE only accepts returns in cases of confirmed manufacturer defects.
- Returned items will be inspected by our Quality Control Manager. If the fault is confirmed as a manufacturer's defect, the product will be repaired or replaced. If not, further action will be agreed between the customer and the Quality Control Manager.
- Products must be returned in their **original packaging** to be accepted.