



### ECR WARRANTY POLICY

<p><b>QUALITY SATISFACTION GUARANTEE (QSG)</b></p>	<p>ECR4Kids guarantees the quality of all of our products. You can trust the quality and safety of our furniture and materials, providing the peace of mind that our products are made to last. We are committed to your complete satisfaction. If for any reason, you are not satisfied with the quality and workmanship of our products, simply return it within the first 30 days of purchase. We are here to service your needs and are working toward becoming one of your most trusted suppliers.</p>	
<p><b>WARRANTY</b></p>	<p>ECR4Kids warrants that its products shall be free of all substantial defects in original material and workmanship that may become evident within certain time constrains. This limited warranty does not cover apparent defects caused by abusive or abnormal use of the product, or failures resulting from inadequate inspection and maintenance. ECR4Kids may repair or replace, at its option, any portion of the product which proves to be defective under the terms of this limited warranty at no further cost to the buyer. Proof of purchase from an authorized dealer is required. Customer must present proof of defect in the form of images and/or actual defective product at the time of claim to ECR4Kids. ECR4Kids can and will request that defective product be presented for review at our discretion.</p> <p><b>THERE ARE NO IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY, AND THERE ARE NO OTHER EXPRESS WARRANTIES BEYOND THE WARRANTIES EXPRESSED HERE.</b> ECR4Kids shall be liable under this limited warranty only for the cost or, at its option, the repair or replacement of defective products. All incidental or consequential damages which may arise, including but not limited to business losses, personal property damage, and third party liabilities are hereby expressly excluded. Also expressly excluded under this warranty are glides/casters, vinyl/fabric upholstery material, damage resulting from sun/rain or weather, and ink based products,</p>	
<p><b>WHAT WARRANTY COVERS</b></p>	<p>Fabric Seams</p>	<p>Unraveling, tearing, ripping, cracking or splitting</p>
	<p>Eyelets</p>	<p>Coming apart or loose from the cot cover fabric</p>
	<p>Cot Corners (Plastic Legs)</p>	<p>Cracking or breaking</p>
	<p>Chair Seat/Back</p>	<p>Cracking or breaking</p>
	<p>Metal Parts</p>	<p>Bending, rusting or breaking</p>

	Wood	Splitting
	T-mold/Edge banding	Separating
	Table Legs	Bending, rusting or breaking



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Category	Sub-category	ECR Warranty Period
	Chair Frame	Bending, rusting or breaking
Tables	Activity Table	10 Years
	Hardwood Table	10 Years
	Media Table	10 Years
	Resin Table	10 Years
	Bentwood Table	10 Years
	Open Front Desk	10 Years
Seating	Bentwood Chair	10 Years (1 year on boots)
	Ladderback Chair	5 Years
	Resin Chair	5 Years
	Stack Chair	10 Years
	Benches	10 Years
Art	ALL	1 Year
Active Play	Climb/Crawl/Play (Feber)	2 years
	Sand & Water Play	1 year
	Tunnels/Cubes	Lifetime
	Balance & Coordination	Lifetime
Storage & Organization	Fold and Lock	Lifetime
	Plastic Storage	Lifetime
	Storage Cabinet/Shelf/Rack	Lifetime
	Coat Locker	Lifetime
	Carts & Organizer	2 year
	Lock and Roll	Lifetime
Dramatic Play	ALL	Lifetime
Soft Zone	ALL	1 year
Cots/Mats	Cots	10 years
	Rest Mats	2 years
Blocks & Manipulatives	ALL	Lifetime

Infant & Toddler	Infant & Toddler	1 year
Literacy	ALL	Lifetime
Teacher Supplies	ALL	1 years