



## PRODUCT WARRANTIES

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1. All our "made-to-order" sofas come with a 3-year warranty on the hardwood framing, and 1-year warranty on the cushioning work (unless otherwise stated). We use the choicest of fabrics & leathers in the making of your sofa.
2. All "made-to-order" beds, wardrobes & other wood-work cabinetry come with a 5-year warranty on the framing & assembly. We use Borer & termite resistant, ISO/ISI certified, MR-Grade quality veneers & plys for the woodwork.
3. Imported goods (non-Indian make) DO NOT carry any warranty/ guarantee whatsoever on any part. No exceptions. No claims will be entertained.
4. Proper care should be taken of your fabrics, imitation & pure leathers used in the upholstery. Product guarantee does not include replacing fabrics & upholstery material which is damaged due to improper care & handling by the customer.
5. Fabric complaints will be entertained only if brought to our notice within 24 hours of dispatching the goods to the client. High-end fabrics may bear their respective "mill" guarantees. Please ask at the time of purchase.
6. All hardware & trim used in the manufacturing of your furniture come with the "original manufacturer's/ supplier's" guarantees, & only those will apply.
7. Best Buy's obligation is limited to repairing or replacing any part or parts, except those not covered by the warranty, found to be defective in material or workmanship upon examination by Best Buy experts. Any incidental transport costs towards shifting the products from your location to our workshop, and back, will be on the customer.
8. Best Buy is not obligated to extend any service warranties/ guarantees in the event you are unable to provide a proof of purchase (invoice), or if found that the purchase had not been paid for in full.

## CONDITIONS OF SALE:

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Between Best Buy Furnishings & Interiors Pvt Ltd ("Best Buy") and the customer ("the client").

### GENERAL TERMS (APPLICABLE TO ENTIRE PRODUCT RANGE):

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1. Where the goods ordered are ordered from a catalogue, visual representation (including one-off specific client design) and/or shop model they will be manufactured in accordance with the design specifications of that catalogue item or as set out in the quotation / pro-forma tax invoice.
2. Manufacture of the goods ordered will commence when the quotation becomes an order i.e. when (a) the client confirms acceptance of the quotation by signing in the space provided and / or (b) when a deposit of 60% of the quotation is received. Deposit for "wood-work cabinetry" is 80% of the quotation.

3. Taxes: VAT @ 14.5 p.c. taxes as applicable, are chargeable on all furniture, woodwork, cabinetry & case-goods, and all furnishing accessories, as per law. Unstitched furnishing fabric is VAT exempt. Service tax on tailoring is applicable.
4. Notification of any design modifications or change in specifications made by the client must be received by Best Buy within 4 days of the client's acceptance of this quotation. Where modifications are made within that time Best Buy will use its best endeavours to follow such modifications but accepts no responsibility for its translation of any aesthetic component contained in them.
5. Any additional costs resulting from any design modifications made in accordance with (3) above will be the responsibility of the client.
6. Cancellation of any order by the client for any reason whatsoever will result in forfeiture of the deposit paid. Issue of credit-note is solely on the discretion of Best Buy.
7. Best Buy will endeavour to complete the order as close as possible to the estimated delivery date shown. Best Buy cannot guarantee the delivery date of customisation orders, as the goods ordered are being custom made for the client and Best Buy can be delayed by the late delivery of essential materials from other suppliers.
8. Balance of the quoted price is due for payment prior to delivery. Delivery will be at the cost of the client. For delivery of goods above 1st floor level, extra charges will apply. Enquire at store.
9. Legal title to the goods will not pass to the client until the order has been paid in full or upon clearance if paid by cheque. Interest at 18% p.a. is chargeable to the buyer on the total bill amount if full payment is not made within 15 days from the date of the final bill/ invoice. In the event of non-receipt of full/ balance invoice amount, any service warranties/ guaranties on all the ordered products will cease to apply.
10. VAT is chargeable extra on the total billable cost, including on any extra works. Unless explicitly stated, all quoted rates are excluding applicable VAT and delivery/ freight.
11. Any disputes shall be subject to Hyderabad jurisdiction.

#### ADDITIONAL TERMS FOR "WOOD-WORK CABINETRY" ITEMS:

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The following terms are supplemental, and supersede the 'General Terms' stated above:

1. For all wood-works, 80% Advance deposit is payable at the time of placing the order; 15% immediately on delivery of goods at the site, & 5% after final fitting.
2. Final billable cost is subject to vary as per actual as-built measurements on-site.
3. All payments to be made in favour of: MOKSHA FURNITURE (Sister manufacturing concern of 'Best Buy').
4. No change of design, veneer, color, hardware or sizing is permissible once the order has been placed.
5. STORAGE: In case the client/ site fails to receive our goods after 2—3 of scheduled delivery date, an alternative storage location has to be provided by the client at his cost, and the order will be deemed to be completed, and full balance payment has to be made. Never-the-less, upon later availability of the site-clearances, installation will be done by our team.
6. Stainless steel or brass pre-approved standard hardware will be provided with the woodwork. Upgradation is chargeable at the differential cost. Such differential cost is payable at the store in full immediate to the upgradation request is accepted.
7. Cartage of goods from our workshop to the site is payable by the client.
8. It is the responsibility of the client to ensure that Best Buy's personnel get proper lighting, electricity & other facilities required to suitably complete the installation of the wood-works & order items at client site.

