



ELITE LIVING

CLAIM FORM {PLEASE PRINT}

COMPANY NAME: _____

COMPANY CONTACT: _____

CONTACT PHONE NUMBER: _____

INVOICE NUMBER & DATE: _____

DATE OF RECEIVED SHIPMENT: _____

****NOTE THAT ALL CLAIMS ARE TO BE SUBMITTED WITHIN 14 DAYS OF INVOICE DATE.
ELITE LIVING RESERVES THE RIGHT TO REFUSE ANY CLAIM FILED AFTER NOTED DATE.
ELITE LIVING RESERVES THE RIGHT TO REFUSE ANY CLAIM FORM NOT COMPLETED**

REQUEST FOR: REPLACEMENT OF PARTS DISCOUNT FOR DAMAGED/DEFECTED ITEM EXCHANGE OF ITEM RETURN FOR CREDIT
{PLEASE CHECK ONE}

ITEM CODE	DESCRIPTION	QTY	ISSUE/CONCERN	DATE OF OCCURANCE	IS ITEM IN ORIGINAL BOX? Y/N

PLEASE COMPLETE ALL AREAS OF CLAIM FORM AND RETURN TO SERVICE@ELITELIVING.CA
EMAILED FORM **MUST** BE ACCOMPANIED BY IMAGES. IMAGE(S) OF EACH INDIVIDUAL CLAIM ITEM IS REQUIRED

FOR OFFICE USE ONLY
CLAIM RESOLUTION
REPLACEMENT DATE
CREDIT DATE

CLAIM TERMS

ALL CLAIMS MUST BE FILED WITHIN 14 DAYS OF INVOICE DATE.

CLAIMS FOR ITEMS NOT IN ORIGINAL PACKAGING WILL BE DENIED.

NO WARRANTY COVERAGE IS PROVIDED FOR ASSEMBLED ITEMS.

ITEMS FOR REPAIR OR REPLACEMENT IS AT OUR DESCRETION.

NO WARRANTY COVERAGE IS PROVIDED FOR IMPACT DAMAGE, DAMAGE DURING TRANSPORT, NORMAL WEAR AND TEAR, CUTS, INDENTATIONS, SCRATCHES AND SURFACE DAMAGE CAUSED BY FAILURE TO UNPACK, ASSEMBLE, PROTECT AND MAINTAIN FURNITURE PROPERLY.

WARRANTY IS VOID IF NON CONTRACT VIABLE PRODUCT IS PLACED IN A COMMERCIAL OR NON RESIDENTIAL SETTING.

NO WARRANTY COVERAGE IS PROVIDED FOR FURNITURE THAT HAS BEEN PLACED OUTDOORS OR EXPOSED TO THE ELEMENTS.

NO WARRANTY COVERAGE IS PROVIDED IF PRODUCT HAS BEEN MODIFIED AFTER ITS PURCHASE.

NO WARRANTY COVERAGE IS PROVIDED FOR DAMAGE CAUSED BY PET USAGE AND SCRATCHING.

NO WARRANTY COVERAGE IS PROVIDED FOR ITEMS USED IN MANNERS OTHER THAN INTENDED PURPOSE.

NO WARRANTY COVERAGE IS PROVIDED FOR DAMAGE CAUSED BY PEN OR OTHER INK STAINS, CLOTHING STAINS OR MARKINGS, CIGARETTE BURNS, STAINS CAUSED FOOD OR BEVERAGE.

NO WARRANTY COVERAGE IS PROVIDED FOR USE OF CHEMICAL TREATMENTS, INADEQUATE MAINTENANCE, NEGLIGENCE OR OTHER ACCIDENT-REASON UNINTENDED STRAIN.

ELITE LIVING PRODUCTS ARE WARRANTED FOR A PERIOD OF ONE YEAR FROM DATE OF PURCHASE FROM THE RETAILER.

ANY CREDITS APPLIED TO AN ACCOUNT AS A RESULT OF RETURNS, MUST BE USED TOWARD FURTURE PURCHASES WITHIN SIX MONTHS OF ISSUE. ANY UNUSED CREDITS AFTER THIS WILL EXPIRE AND NO LONGER BE AVAILABLE FOR USE.