



WARRANTY/ RETURN GOODS

Conceptual Site Furnishings, Inc. WARANTY AND RETURN GOODS

May, 2004

Pledge:

Your complete satisfaction and future business are our goals. Standing behind our products has been a cornerstone of our commitment to quality and service. Our products will satisfactorily perform their intended function, under normal circumstances. If you are ever dissatisfied with one of our products, please contact us and let us demonstrate our commitment.

Return

No merchandise may be returned without authorization. Returns are subject to a 30% to 100% restocking charge. Special orders may not be returned.

Cancellation of orders is governed by the stage of processing and a charge of 30% to 100% may be imposed to cover partially completed work. Special orders may not be cancelled.

Specifications

Specifications are subject to change without notice.

Warranty

All of our products* come with a THREE-YEAR warranty from the date of Invoice. Our STAINLESS STEEL products are warranted against defects in material or workmanship for a period of ten years.

***Exceptions:** Market place umbrellas and Custom are warranted for a period of ONE year from the date of invoice.

We are confident in what we do...our designs are practical, timeless and aesthetically pleasing. We assure you that our site furnishings will work for you and be free from material and/or workmanship defects. If you find a problem, Conceptual Site Furnishings, Inc will, at its option, repair, replace or refund the purchase price of any products that found defective upon inspection by Conceptual Site Furnishings representative

This warranty does not apply to damage resulting from transit, accident, alteration, or misuse. This does not apply to damage from normal wear and tear such as nicks, dents, scratches, fading and improper maintenance.