



The sales policies and conditions apply to all Naraval Furniture distributors. The purpose of these policies is to provide our distributors with fair and equitable treatment, following the guidelines used to help resolve any questions related to shipping, orders, and service.

## **SALES POLICIES**

Sales are made only to registered furniture retailers with a tax identification number approved by Naraval Furniture. We currently require all distributors to have a physical store or warehouse and maintain inventory. Our products may only be offered online by our existing customers who have physical stores.

Naraval Furniture guarantees that all its products will be free from manufacturing defects and will provide a replacement program for any parts found to have manufacturing defects for a period of up to 365 days from the "export date" of the order from our facility.

## **Please note the WARRANTY EXCEPTIONS**

- 1) This warranty does not cover losses or damages resulting from handling by the shipping companies that deliver our product to our customers, nor damages that occur while the product is in the possession of our customers or end consumers.
- 2) Our international trade terms (logistics Incoterms) are "Ex Works" or "EXW," which releases Naraval Furniture from any liability for any situation or problem that may arise during the transfer of goods from our factory to our customers' warehouses anywhere in the world. Claims for such damages or shortages during transit must be filed directly with the carrier.
- 3) Naraval offers a 365-day warranty period for our products. This warranty applies only to products in our customers' warehouses that have a manufacturing defect (measurements, design, malfunction of any furniture component, drawers, doors), not to breakage, scratches, impacts, or major damage caused by external factors.
- 4) Any modification of the product by the distributor, consumer, or other parties not authorized by Naraval Furniture. We do not accept modifications to furniture once the production process has begun. Any modifications to the models must be reviewed and authorized jointly by the customer and Naraval Furniture.
- 5) Minor variations in shape or slight differences in color between floor samples or printed illustrations and the delivered furniture. A tolerance of plus or minus 5% is requested for approximation and accuracy between the illustrations and the actual items. (Please remember that our products are 100% handcrafted, and any slight variations that may exist are not defects, but rather give each and every piece its unique and personal character.)
- 6) Buyer dissatisfaction, changes, or buyer's regret once the production process has begun and been confirmed (Verbal or written confirmation).

- 7) Normal wear and tear of the product or paint over time.
- 8) Transportation, unloading at warehouses, maintenance, accidental damage, or paint damage due to logistical issues.
- 9) Claims from end customers or intermediaries: Once the merchandise leaves our customers' or intermediaries' warehouses or points of sale and is delivered to the end consumer, Naraval Furniture disclaims all responsibility for any issues that may arise with the furniture.
- 10) We recommend that our customers maintain healthy, orderly, and constant inventory rotation and always sell our products in sets, respecting lot and PO numbers. We do not recommend mixing sets, lot numbers, or PO numbers.

### **LOGISTICS GUARANTEE**

1) If Naraval Furniture is responsible for logistics and the Incoterms agreed upon with the customer are DDP (Delivery Duty Paid), Naraval Furniture will be responsible for logistics and any damage or breakage to the products during transport. This situation must be presented with evidence (photographs and videos) within a maximum of 50 days (from receipt of the merchandise) in order to apply the product return guarantee and for our company to be responsible for the damages caused. After these 50 days, Naraval Furniture is not responsible for any damage or breakage to the product.

### **SERVICE POLICIES**

All reports of legitimate factory defects must be sent immediately with the following information:

- Complete SKU number.
- Customer order number, invoice number, or purchase order number.
- Clear photograph and video of the defect.
- 360° photograph and video of the entire item.
- Photograph of the label.

Claims must be sent directly to [naravalmuebles@gmail.com](mailto:naravalmuebles@gmail.com). An inspection by a Naraval Furniture employee or representative may be required to verify a manufacturing defect. Claims that do not comply with the above information will not be valid.

### **REPLACEMENT ORDERS**

Please submit a claim by sending the above requirements via email to [naravalmuebles@gmail.com](mailto:naravalmuebles@gmail.com). The Distributor must place the order to replace the defective product.

### **REPLACEMENT PARTS**

Parts are sent free of charge to our customers for merchandise replacement and to correct any legitimate claims of manufacturing defects. To request replacement parts, please send an email to [naravalmuebles@gmail.com](mailto:naravalmuebles@gmail.com).

## **RETURNED MERCHANDISE**

Naraval Furniture does not accept returned merchandise and will not be responsible for the shipping costs of returned merchandise. For credit notes or discounts due to manufacturing defects, we do not accept adding the percentage of freight charges to the price. Credit notes or discounts are applied directly to the actual price of the items.

## **LOSS OF GOODS**

Loss of or damage to goods in transit is the responsibility of the carrier. Claims for these situations must be filed directly with the carrier.

## **PAYMENT TERMS**

Payment terms will be based on the agreements established between Naraval Furniture and the distributor.

## **PRODUCT SPECIFICATIONS AND PACKAGING**

All our items are packaged with foam wrap, corner blocks, stretch wrap, and a cardboard box if requested by the distributor.

## **PRODUCT INSPECTION**

Products leaving our facilities are packaged to ensure they arrive at our distributors in good condition. Our distributors are expected to perform final touches and a luxury finish before delivery to the end customer. Naraval Furniture accepts no responsibility for shipping or any other costs incurred due to the distributor's failure to inspect the items.

Placing an order implies that these terms and conditions have been read, understood, and accepted.

Sincerely,

Naraval Furniture S. de R.L. de C.V.