# NAIFUR DESIGNS
# WARRANTY POLICY

**Effective Date:** 25 August2026 **LastUpdated:**25August 2026

## 1. PURPOSE OF THIS WARRANTY POLICY

Naifur Designs is committed to manufacturing and supplying furniture that meets reasonable standards of quality, workmanship and durability.

This Warranty Policy explains the warranty provided by Naifur Designs, the products and components covered, the customer's responsibilities, exclusions, and the procedure for making a warranty claim.

This Warranty Policy should be read together with the applicable **Naifur Designs Terms & Conditions of Sale**, quotation, invoice and order confirmation.

Where mandatory consumer rights or statutory warranties apply under Kenyan law, nothing in this Policy is intended to unlawfully exclude, restrict or remove those rights.

## 2. WHO PROVIDES THE WARRANTY?

The warranty is provided by:

**NAIFUR DESIGNS**
**Website:** www.naifurdesigns.com
**Telephone / WhatsApp:** 0791 374 385 / 0795 513 958
**Location:** Along Bakhita Crescent Road, Githunguri, Nairobi, Kenya

The warranty applies to the original customer who purchased the furniture from Naifur Designs, unless otherwise agreed in writing.

The warranty is generally **not transferable** to another person or subsequent owner unless Naifur Designs expressly agrees otherwise in writing.

## 3. WARRANTY PERIOD

Unless a different warranty period is expressly stated on the customer's quotation, invoice or order confirmation:

### 3.1 Structural Frame

The structural frame of qualifying furniture is covered against defects in manufacturing workmanship for **12 months from the date of delivery**.

### 3.2 Mechanisms and Moving Components

Mechanical mechanisms supplied as part of qualifying furniture are covered against manufacturing defects for **12 months from the date of delivery**.

This may include mechanisms used in reclining furniture, adjustable furniture, flip-back sofas, adjustable-back sofas and other furniture containing mechanical adjustment systems.

The warranty does not cover damage caused by misuse, excessive force, incorrect operation, impact, unauthorised modification or ordinary wear.

### 3.3 Upholstery and Fabric

Upholstery fabric is covered only against **manufacturing defects attributable to Naifur Designs**, subject to the applicable manufacturer's or supplier's specifications.

Fabric is not generally covered against stains, spills, burns, cuts, tears, pet damage, fading caused by sunlight, abrasion, improper cleaning, chemical damage or normal wear and tear.

### 3.4 Cushions and Foam

Unless otherwise stated in writing, cushions and foam are covered against **manufacturing defects for Lifetime or 7 years or 1 year from the date of delivery**.

Foam and cushions naturally change in firmness and appearance through use. Minor changes in softness, compression, shaping or appearance resulting from normal use do not automatically constitute a manufacturing defect.

Where a cushion warranty is specifically stated on the customer's quotation or invoice, that specific warranty period will apply.

### 3.5 Wooden Components

Wooden frames, legs, stands and other structural wooden components are covered against manufacturing defects during the applicable structural warranty period.

Natural characteristics of timber or wood-based materials, including minor variations in grain, colour, texture, knots, natural movement and minor dimensional changes do not necessarily constitute defects.

## 4. WHAT THE WARRANTY COVERS

Subject to this Policy, Naifur Designs may provide warranty assistance where a product develops a genuine manufacturing or workmanship defect during the applicable warranty period.

Examples may include structural failure caused by defective workmanship, failure of a covered mechanical mechanism caused by a manufacturing defect, manufacturing defects in covered components, and other defects reasonably attributable to Naifur Designs' manufacturing workmanship.

Naifur Designs will assess each claim individually.

A warranty claim does not automatically mean that the entire furniture item will be replaced.

Depending on the nature and severity of the defect, Naifur Designs may, at its reasonable discretion and subject to applicable law:

1. Repair the affected component;
2. Replace the defective component;
3. Rectify the manufacturing defect;
4. Replace the affected item where repair or replacement of the component is not reasonably practicable; or
5. Provide another lawful remedy appropriate to the circumstances.

## 5. WHAT THE WARRANTY DOES NOT COVER

The warranty does not cover damage or deterioration caused by circumstances outside a manufacturing defect.

### 5.1 Normal Wear and Tear

Furniture naturally experiences wear through ordinary use. This may include minor fabric wear, cushion softening, minor compression, changes in foam firmness, minor scratches, minor marks, surface wear and normal changes in appearance.

### 5.2 Misuse or Excessive Use

The warranty does not cover damage resulting from jumping on furniture, standing on sofas or chairs, excessive weight beyond intended use, dragging furniture improperly, sitting on arms or backs where not designed for sitting, using furniture for unintended purposes, excessive force or rough handling.

### 5.3 Accidental Damage

The warranty does not cover cuts, tears, burns, impact damage, broken components caused by accidents, damage caused by children, pets or third parties, or damage caused by moving furniture after delivery.

### 5.4 Stains and Chemical Damage

The warranty does not cover food or drink stains, ink, oil, paint, bleach, cleaning chemicals, harsh detergents, perfumes or other chemicals that damage fabric, leather, wood or other materials.

**5.5 Water and Moisture Damage**
Damage caused by flooding, excessive moisture, water exposure, improper cleaning, damp storage or other moisture-related conditions is not covered unless the defect is determined to be a manufacturing defect.

**5.6 Sunlight and Environmental Conditions**
Furniture exposed to prolonged direct sunlight, excessive heat, humidity or unsuitable environmental conditions may experience colour changes, material deterioration or other effects. Such deterioration is generally not covered by the warranty.

**5.7 Unauthorised Repairs or Modifications**
The warranty may be invalidated where a product has been repaired by an unauthorised person, modified, reupholstered by another provider, structurally altered, mechanically altered or disassembled improperly without prior written approval from Naifur Designs.

**5.8 Damage During Customer Relocation**
Once furniture has been delivered and accepted, damage caused by moving, relocating or transporting the furniture by the customer or a third party not authorised by Naifur Designs is not covered.

## 6. DELIVERY AND INSPECTION

Where Naifur Designs arranges delivery, the customer should inspect the furniture upon delivery.

Customers should promptly report any visible damage, scratches, tears, missing components, incorrect items or significant defects to Naifur Designs.

Where reasonably possible, customers should photograph or record visible delivery damage before or during installation.

Where Naifur Designs has arranged delivery and the customer identifies apparent delivery-related damage, Naifur Designs will assess the matter and determine the appropriate remedy.

A customer's failure to immediately identify a concealed manufacturing defect does not necessarily prevent a valid warranty claim.

## 7. CUSTOMER'S RESPONSIBILITIES

Customers are expected to:
• Use the furniture for its intended purpose
• Follow care and maintenance instructions
• Avoid excessive force
• Protect upholstery from spills and stains
• Keep furniture away from damaging environmental conditions
• Operate mechanisms according to instructions
• Avoid unauthorised modifications or repairs
• Provide accurate delivery and installation information
• Report suspected manufacturing defects promptly

Failure to follow reasonable care instructions may affect warranty coverage where the failure caused or contributed to the damage.

## 8. WARRANTY CLAIM PROCEDURE

To make a warranty claim, the customer should contact Naifur Designs through the official contact channels.

The customer may be required to provide customer name, order number or invoice number, date of purchase/delivery, description of the problem, photographs or videos, proof of purchase and relevant information about how the damage or

defect occurred.

Naifur Designs may request additional information where reasonably necessary to assess the claim.

## 9. INSPECTION AND ASSESSMENT

Naifur Designs reserves the right to inspect the furniture before determining whether a warranty claim is valid.

An inspection may be carried out at the customer's premises, at the Naifur Designs showroom, at the workshop, or through photographs/videos or other reasonable methods where a physical inspection is unnecessary.

Where the issue cannot reasonably be determined remotely, Naifur Designs may require physical inspection.

The customer must provide reasonable access to the furniture for purposes of inspection where necessary.

## 10. DETERMINATION OF A WARRANTY CLAIM

Following assessment, Naifur Designs will determine whether the reported issue is:

**A. A covered manufacturing/workmanship defect;**

or

**B. Damage, deterioration or failure excluded under this Warranty Policy.**

Where the issue is determined to be covered, Naifur Designs will provide the applicable remedy in accordance with this Policy and applicable law.

Where a claim is determined not to be covered, Naifur Designs may, where appropriate, offer a paid repair or other service.

Any charges for a non-warranty repair should be communicated to the customer before the repair is undertaken, where reasonably practicable.

## 11. REPAIRS

Where repair is the appropriate remedy, Naifur Designs may repair the affected component rather than replace the entire furniture item.

A repaired item may not necessarily be returned to exactly the same condition or appearance as a brand-new item, particularly where materials have naturally aged or the original material is no longer available.

Naifur Designs will endeavour to achieve a reasonable visual and functional match.

## 12. REPLACEMENT COMPONENTS

Where a component requires replacement, Naifur Designs may use new components, equivalent components or functionally suitable replacement materials, subject to availability and applicable law.

Colours, fabrics, wood finishes and other materials may vary over time.

Where the original material is discontinued or unavailable, Naifur Designs may provide a reasonably comparable alternative.

## 13. REPLACEMENT OF THE ENTIRE PRODUCT

Replacement of an entire furniture item will not automatically be provided merely because a defect exists.

Where reasonably practicable, Naifur Designs may first repair or replace the affected component.

An entire replacement may be considered where the defect is substantial, repair is not reasonably practicable,

replacement is the appropriate remedy under applicable law, or Naifur Designs otherwise determines that replacement is commercially appropriate.

Any replacement remains subject to applicable legal rights.

## 14. CUSTOM-MADE FURNITURE

Because Naifur Designs manufactures custom-made furniture, customers acknowledge that certain characteristics may naturally vary from samples, photographs or previous products.

These may include fabric texture, fabric shade, wood grain, wood colour, stitching appearance, cushion firmness, minor dimensional variations and natural material characteristics.

Such reasonable variations do not automatically constitute defects.

Where a customer approves a specific fabric, colour, design, measurement or specification before production, that approved specification will form part of the order.

## 15. CUSTOMER-SUPPLIED MATERIALS

Where a customer supplies fabric, leather, accessories, fittings, designs or other materials, Naifur Designs is not responsible for inherent defects in those customer-supplied materials.

The customer remains responsible for ensuring that supplied materials are suitable for the intended application unless Naifur Designs has expressly accepted responsibility for their suitability in writing.

## 16. THIRD-PARTY COMPONENTS

Certain components may be sourced from third-party manufacturers or suppliers.

Where a manufacturer's warranty applies to a particular component, Naifur Designs may facilitate a warranty claim with the relevant manufacturer or supplier where appropriate.

The existence and duration of a third-party warranty will depend on the applicable manufacturer's terms.

## 17. TRANSPORTATION AND CUSTOMER RELOCATION

If Naifur Designs is responsible for the delivery and transportation of the furniture, we will take reasonable care during the delivery process.

Once the furniture has been delivered and accepted, any subsequent transportation arranged by the customer or another third party is at the customer's responsibility unless otherwise agreed in writing.

Customers should not drag, lift or transport furniture in a manner likely to damage its structure or mechanisms.

## 18. WARRANTY AND OUTSTANDING BALANCES

Where a customer has an outstanding balance relating to an order, Naifur Designs may require the account to be regularised before providing certain non-essential after-sales services, **subject always to applicable consumer and statutory rights**.

A valid statutory consumer right or legally enforceable warranty obligation will not be unlawfully denied solely because of an unrelated outstanding balance.

## 19. WARRANTY IS NOT AN INSURANCE POLICY

This Warranty Policy covers qualifying manufacturing and workmanship defects.

It is not insurance against accidents, theft, fire, flooding, pet damage, customer negligence, deliberate damage, natural disasters, general deterioration or normal wear and tear.

Customers who require broader protection should obtain appropriate insurance.

## 20. LIMITATION OF WARRANTY

Except whereprohibited orrestricted byapplicable law, Naifur Designs' obligations under this Warranty Policy are limited to the applicable repair, replacement, rectification or other remedy available under this Policy and applicable law.

Nothing in this Warranty Policy is intended to exclude or limit mandatory consumer rights, rights that cannot legally be excluded, liability that cannot legally be limited, or remedies required by applicable Kenyan law.

## 21. NO UNAUTHORISED WARRANTY REPRESENTATIONS

Customers should relyonlyon warranty termsissued or confirmed byNaifur Designs through authorised channels.

Sales staff, delivery personnel or other representatives should not promise additional warranty coverage unless such coverage is authorised by Naifur Designs.

Any special warranty agreed for a particular product should be recorded in writing on the quotation, invoice, order confirmation or another authorised document.

## 22. CHANGES TO THE WARRANTY POLICY

NaifurDesigns may updatethisWarrantyPolicy fromtime to time.

Any change will not retrospectively remove rights already granted to a customer under an applicable warranty unless permitted by law.

The warranty applicable to a particular purchase will generally be determined by the warranty terms communicated and agreed at the time of purchase, subject to applicable law.

## 23. GOVERNING LAW

This WarrantyPolicy shall beinterpreted in accordance with the laws of the **Republic of Kenya**.

Any dispute relating to this Warranty Policy shall be handled in accordance with applicable Kenyan law and the applicable dispute-resolution mechanisms.

Nothing in this clause prevents a consumer from exercising rights or remedies available under mandatory Kenyan law.

## 24. CONTACT INFORMATION

Forwarranty claimsandafter-salessupport:

**NAIFUR DESIGNS**
**Website:** www.naifurdesigns.com
**Telephone / WhatsApp:** 0791 374 385 / 0795 513 958
**Location:** Along Bakhita Crescent Road, Githunguri, Nairobi, Kenya

When contacting us regarding a warranty claim, please provide your **name, order/invoice number, description of the issue and photographs or videos where possible.**

## CUSTOMER ACKNOWLEDGEMENT

Bypurchasing furniture fromNaifurDesigns,thecustomer acknowledges that they have been provided with or made aware of the applicable warranty terms.

The customer is encouraged to retain their quotation, invoice, order confirmation and proof of purchase for the duration of the applicable warranty period.

**Naifur Designs**
Quality furniture. Professional workmanship. Responsible after-sales service.

**Effective Date:** 25 August 2026