

Limited Liability for Furniture Installation and Products

1. Furniture Installation

We strive to provide professional and high – quality furniture installation services. However, in the process of furniture installation, unforeseen circumstances may occur. We shall not be liable for any minor damages, such as small dents or scratches on the surface of furniture that may be caused during normal installation operations within the industry's reasonable standards. These are often inherent risks in the installation process that cannot be completely eliminated despite our best efforts. In the event that the furniture installation results in significant damage that materially affects the functionality or appearance of the furniture, we will take full responsibility. We will either repair the damaged furniture at no additional cost to the customer or, if repair is not feasible, replace the damaged furniture with a new one of the same or equivalent model.

2. Product Defects and Scratches on Wooden Boards

During the manufacturing process of wooden boards used in our furniture products, some minor scratches may be inevitable. The processing of wooden materials involves various cutting, sanding, and finishing operations. These processes, despite strict quality control measures, may lead to the appearance of minor scratches due to the natural characteristics of wood and the limitations of processing techniques. As such, we shall not be held liable for these minor, unavoidable scratches on wooden boards. However, if you are not satisfied with the condition of the wooden boards due to scratches, we offer a customer – friendly solution. You can contact our customer service team within 7 days of receiving the product. Upon verification, we will provide a free replacement of the wooden boards to ensure your satisfaction with our products.

3. Customer – Installed Furniture

Many of our furniture items are sold directly to customers for self – installation. We shall not be responsible for any issues, damages, or injuries resulting from incorrect installation by the customer. The customer assumes full responsibility for ensuring that the installation

is carried out in accordance with the provided instructions and safety guidelines. Any problems arising from improper self – installation, including but not limited to structural instability, damage to the furniture, or harm to individuals, are solely the customer’s liability.

4. Product Quality Dispute Resolution

When a customer claims that our product has quality issues, we reserve the right to request all necessary information from the customer, including but not limited to high – resolution pictures of the defective area, detailed written descriptions of the problem, and relevant order information. Upon receipt of the returned product, we will conduct a thorough inspection to determine whether the damage or defect is due to product quality issues, customer – caused damage during installation, or other factors.

If the inspection reveals that the problem is due to a product quality defect on our part, we will handle it in accordance with our return, repair, or replacement policies. However, if it is determined that the issue was caused by improper installation by the customer, we will not be liable for any associated costs or claims.

5. Customer’s Improper Use

Regardless of whether the furniture is installed by the customer themselves or by our professional installers, we shall not be liable for any problems, damages, losses, or injuries resulting from the customer’s improper use of the furniture. Improper use includes, but is not limited to, using the furniture for purposes other than its intended use, exceeding the weight capacity, or using the furniture in an environment or manner that does not comply with the provided usage instructions. The customer is solely responsible for any consequences arising from such improper use.

6. Legal Proceedings

In the event that any disputes related to product quality, installation liability, or customer’s improper use escalate to a legal level, we will cooperate fully with relevant authorities. We will provide detailed inspection reports, which include findings from our internal quality control processes and post – receipt product inspections. These reports will serve as objective evidence to clarify the nature and cause of the problem, and to assist in the proper resolution of the legal matter.

Please note that the above - mentioned limited liability provisions are subject to applicable laws and regulations. If any disputes arise regarding the liability for furniture installation or product quality, both parties shall resolve them through friendly negotiation. In case of failure to reach an agreement, the matter shall be resolved in accordance with the relevant legal procedures.