

TERMS AND CONDITIONS

Warranty

TOMNUK will warranty products purchased only by the original purchaser from an authorized reseller or distributor or TOMNUK directly. TOMNUK warrants that its products will be free from defects in material and workmanship under normal use and service for one year after the date of purchase. Fixtures are labeled clearly with maximum allowable wattage. Use of higher wattage than indicated will forfeit warranty. TOMNUK reserves the right, before having any obligation under this limited warranty, to inspect the damaged product, and all costs of shipping for inspection shall be borne solely by the purchaser. To recover under this limited warranty, the purchaser must make a claim to TOMNUK within ten business days of occurrence. TOMNUK, at its option, shall repair or replace the defective unit covered by this warranty. To keep this limited warranty in effect, the product must have been handled and used as prescribed. This limited warranty does not cover any damage due to accident, misuse, abuse, or negligence.

The Buyer understands that there may be slight deviations in final sizes, surfaces, colors, and dimensions due to the works being one of a kind, hand made objects. TOMNUK has the right to change, discontinue or modify the design, production, dimensions and other materials of any of its Products and to substitute material equal to or superior to that originally specified.

Damages

All damage claims must be made in writing within ten business days of receipt of goods. TOMNUK is not responsible for repair or replacement of damages reported after this time. If damage has occurred in shipping, all packaging must be retained by the receiver. Failure to do so may invalidate any claim.

We are not responsible for the following;

- Damage caused by exposure to improper environments.
- Any parts purchased separately from our fixtures.
- Damage caused by improper installation, assembly or handling.
- Any costs of installation, removal or re-installation.

Returns

Because our fixtures are all made to order, we examine all returns on a case to case basis. Any accepted returns are subject to a 25% restocking fee.