

Warranty policy

mexa

Handcrafted modern tradition

Thank you! You have just acquired a part of Mexican culture and tradition. An artisan put all his effort and dedication to create this unique piece.

Our furniture is 100% Mexican made and is elaborated with hand craft processes.

Even though we use first quality materials the weaving tones of the natural material can present variations.

All of Mexa´s metallic pieces are covered with finishes and paints that are able to support exterior climates. Mexa offers a limited warranty of one year for their products outdoor and indoor.

All the pieces outdoor and indoor have high quality materials, if you follow the recommendations given before these can have a life of at least 2 years in optimal conditions.

It is worth mentioning that all furniture may pass through a process of restauration as a corrective maintenance to rehabilitate it esthetic and functional conditions, to apply them correctly is the responsibility of the user.

Be very careful in damaging your furniture when you unpack it. Mexa´s warranty doesn´t cover knife and scissor marks as well as staple scratches or damages made by placing the tables on the floor etc.

WARRANTY EXCLUSIONS

The warranty limits itself to the products that are used only in the way they were designed originally. The chairs should be used only to sit on them, to recline on the back legs is considered dangerous and the damage that it causes are not covered. The table should be used for what it was designed for and not stand or sit on it.

Any damage that emerges because of an insufficient attention or because of the non application of the instructions advised and exposed in the guide or the ones given by our personnel to receive, ensemble, use, maintain and store the furniture.

Natural wear of the materials used.

The oxidation/corrosion that originates because of the scratches or abrasions that result in the general wear and that can´t be eliminated by a maintenance process or by a standard periodical cleanup, including the paint retouching.

The corrosion of the furniture that has steel.

The pieces have a natural wear that can lightly affect the aesthetics of the product. Such aesthetics can also be affected by mistakes or carelessness in the maintenance of the products.

Stains of rust/corrosion. These are natural results of the material used (iron) and they can be treated with the maintenance tools available. The life of the product is mostly determined by the cares and the environment that surrounds it.

The corrosion in the steel furniture, including stainless steel, as a result of the direct use in the sea environment.

Any visual change in the wood that is directly related to aging. Because wood is a living and organic material, the appearance of its surface evolves naturally with time.

Rings and stains in the tables not detected or declared during the unpacking. Including stains related to humidity or the combination of the heat and the leaves and other natural materials that stay in the furniture.

Crystal surfaces are excluded from the warranty.

Damage in the shipment, this is because the shipment is done by personnel external to the enterprise (this doesn't apply if the contrary has been declared specifically in written form).

Falls and bruises.

Repairs or alterations not authorized, as well as fires, floods or any other natural catastrophe.

TO MAKE VALID YOUR WARRANTY

To be able to apply your warranty it is necessary to present the invoice and it is indispensable to send a statement specifying the reason of the inconformity or problem to our mail **customerservice@mexadesign.com** (using pictures of the imperfection or something visual that helps us to understand it.)


Once the application request is validated for warranty, the affected pieces will be repaired, replaced or repaid depending on the case.

The time of the repair will be stipulated by Mexa.

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