

Warranty

Warranty Policy

Warranty Claims

You can claim for replacement or return of the items that come under the warranty as offered by various brands on Heritage Arts.com. The warranty is eligible for all types of manufacturing defect in the product. To know the warranty period and warranty terms, please refer to the warranty description on the product page on Heritage Arts.com.

What's Covered?

Repair or return of the item during the warranty period, subject to the review, verification, and confirmation of the manufacturing defect by the Resolution team in consultation with the merchant.

Repair or return of the item shall happen only at the shipping address provided at the time of purchase.

Repair or return of the item will be honoured only in cases of no alteration or modification in the originally purchased product.

What's Not Covered?

Damages due to usage of the product beyond its intended use.

Damage in the product resulting due to improper installation or assembly by a third party brand or seller (not associated with Heritage Arts), improper and irregular maintenance of the furniture, inappropriate storage ways, water or moisture damage, discolouration due to direct exposure to sunlight, etc.

Breakages in glass or mirror, torn-off stitches, and marks in the products after acknowledgement of the proper open delivery of the product.