

Warranty

If you have questions and concerns regarding the terms and conditions of this five-year warranty, please contact customer service at tmcfurniture@tmcfurniture.com or 734-622-0080.

For nearly 20 years, TMC has used the best of North American design, engineering and craftsmanship to manufacture commercial-grade products that are built to last in the most demanding environments. We are a family-owned company and our reputation for customer care is central to our company values. Though we own a factory and are passionate about innovation and furniture design-craft, our primary “product” is our service and our primary goal is to build a long-lasting relationship with customers who repeatedly order from us and tell their friends about TMC’s quality and service. If you are ever displeased with any TMC product for whatever reason, then we would like to hear from you, so we can try to make things right. – Blake & Sherri Ratcliffe, Owners of TMC Furniture.

FIVE-YEAR WARRANTY

All TMC products are made to our high production and design standards and are warranted to be free from defects in material and workmanship for a period of five years from the date of shipment from our factory. Our obligation during this warranty period is limited to repair or replacement at our option. This warranty covers defects in workmanship that would lead to veneer lifting or peeling, glue joint failure, and wood joints pulling apart. TMC’s warranty covers the lifting of plastic laminate, linoleum or other surface material from substrate, but we can only underwrite the original manufacturer’s guarantee against scratching, chipping and material defect. TMC uses finishing techniques that highlight the inherent beauty of wood. However, wood is a natural product with naturally-occurring imperfections: depending on the species and cut certain hardwoods and veneers may absorb our stains differently; all finishes can be expected to mellow with age; and some expansion/contraction is normal. Therefore, the foregoing are not considered defects in materials or manufacturing process and are not covered under this warranty. TMC does not warrant products manufactured to the specifications of others nor their fitness for particular purpose or use. No warranty is made for non-standard materials selected by and used at the request of the customer such as COM, COL, or any other customer-supplied or specified product.

Our warranty becomes null and void on any goods repaired or altered by any person who is not authorized by TMC or where the purchaser has failed to follow published instructions for assembly, use or care. This warranty covers our products under normal use and in service under conditions for which the products are designed. TMC considers normal use to be single-shift service (eight hours per day, five days per week); extended use (multiple shifts, 24-hour facilities, etc.) will reduce this warranty to two years. Additionally, this warranty becomes null and void on any products which, in the judgment of TMC, have been subject to abuse, misuse, improper storage, negligence, acts of God, or environmental conditions such as heat or humidity or damage to the products that is not attributable to the failure of the products themselves. We make no other warranties either expressed or implied regarding any matter whatsoever; including, without limitation, the condition of the merchandise, its merchantability, or its fitness for any particular use or purpose, and in no event shall TMC be liable for incidental or consequential damages. Any defects should be reported immediately. All claims will be processed by TMC’s Customer Service Department, and all returns must be authorized by us in writing. Merchandise authorized for return, repair or replacement must be removed from service, shipped and installed at the expense of the customer. A copy of the original purchase order must accompany all claims. This warranty is not transferable.