

MANUAL 2

Limited Warranty Card

Multi-functional single sofa

Model CY-DGNDR-BKC98 / Sofa

Warranty duration

As stated in the order/contract

Product registration

Customer / organization	Order / contract number
Serial number / batch	Purchase date
Warranty start date	Warranty end date
Normal use location	Dealer / service contact

Coverage schedule

Coverage category	Component scope	Term
Frame and structural joints	Covered manufacturing or material defect within the written terms.	Order / contract
Support, recline and movement assemblies	Covered manufacturing or material defect within the written terms.	Order / contract
Upholstery and visible finish	Covered manufacturing or material defect within the written terms.	Order / contract
Contact parts and expressly included fittings	Covered manufacturing or material defect within the written terms.	Order / contract

WARRANTY ADMINISTRATION

Conditions, Claim Process & Service Record

Activation and eligibility

Match the product name, model, serial number or batch and actual configuration to the written order. Keep the purchase record and completed warranty dates.

Scope and exclusions

Coverage follows the written terms. Normal wear, consumables, cosmetic change, overload, impact, incompatible use, unsuitable environment and unauthorized alterations are assessed separately.

Costs and remedy

Labor, travel, parts, replacement or other remedy are included only where agreed. A service action does not extend or restart the term unless expressly agreed.

1 Protect the product

Stop using the affected function if continued use could enlarge damage or create a hazard.

2 Submit the claim

Provide model, serial or batch, order details, date, affected assembly, clear photographs and the circumstances.

3 Obtain authorization

Keep the assessment and agreed remedy. Obtain authorization before alteration or replacement.

4 Close the record

Record the action, replaced component, completion date and customer/service acknowledgment.

Service record

Date / case	Issue / assembly	Authorized action	Acknowledgment
_____	_____	_____	_____
_____	_____	_____	_____

Customer signature / date

Authorized service signature / stamp / date