

## KDR WARRANTY / REPAIR REQUEST FORM

*Please return form via fax to Susan @ 314-993-6551 or email to susanc@kdrshowrooms.com*

KDR Invoice # \_\_\_\_\_ Date \_\_\_\_\_

Date Product Delivered \_\_\_\_\_

Design Firm \_\_\_\_\_

Client Name / Address / Phone #

Contact Person \_\_\_\_\_

Contact Phone # \_\_\_\_\_

Fax # \_\_\_\_\_

Email Address \_\_\_\_\_

Claim for:    \_\_\_ Defect    \_\_\_ Damage

**PHOTOS MUST BE PROVIDED**

Manufacturer \_\_\_\_\_

Item # & Description \_\_\_\_\_

Detailed Description of Problem \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Warranty Repair & Service** – KDR honors and enforces all manufacturers' warranties for the products purchased through KDR. Generally warranties cover products for one (1) year. COM fabrics applied to furniture must be warranted by the fabric company. Manufacturers of both furniture and fabrics exclude normal wear and tear and improper application of fabric. If you have questions on warranty of any product, ask before ordering. If a product is in the customer's home awaiting repair or replacement the KDR invoice must be paid before the warranty is enforceable. Once a product is delivered and it is signed for, it is assumed the product was delivered in perfect condition unless noted otherwise on the delivery ticket. **If KDR receives a request for an inspection/service call after the product has been placed, the designer must have gone first and inspected the customer's complaint. If the designer has not inspected and the problem is not a manufacturers defect the designer will be billed for the service call and repairs at the rate of \$80.00/hr., or the actual charges incurred for a third party repair. Repair of scratches, gouges, nicks, etc. after delivery will be billed to the designer unless noted on the delivery ticket.**

Signature \_\_\_\_\_