



WARRANTY CONDITIONS

Coverage

- Warranty is valid in Singapore, non-transferable, and starts on the date of delivery/installation.
- The warranty period applicable to your item is specified on your invoice. Default coverage (if not otherwise stated) is:
 - Structural frame & welds: 1-5 years.
 - Electronics/motors (for powered desks): 1-5 years.
 - Seating mechanisms: 3 months-6 years.
 - Panels/partitions: 1-5 years, depending on materials.
 - Accessories: 3 months-3 years.
- The exact warranty coverage for your purchase will depend on the specific product model, materials used, and usage conditions as detailed on your DVS invoice.

What's Covered

- Manufactures' defects in materials or workmanship under normal use per intended application.
- Failures of mechanical or electrical components specified as covered.

What's Not Covered

- Normal wear and tear, cosmetic changes (fading, scratches, dents) after acceptance.
- Damage due to misuse, abuse, overloading, modification, or non-DVS installation.
- Damage caused by environment (moisture, heat, corrosion, sunlight), improper cleaning, or lack of maintenance.
- Consumables, upholstery subject to heavy wear, finishes showing natural variation (wood grain, stone patterns) unless out-of-spec.

Making a Claim

1. Notify your DVS salesperson, send us an email (sales@dvs.sg) or WhatsApp us (+65 8893 1530) with your order/invoice number and clear photographs/videos of the issue.
2. DVS will acknowledge within 5 business days and may schedule inspection or repair.
3. On-site service scheduled during standard hours; overtime may incur charge if outside standard hours.
4. If DVS determines no defect or out-of-scope issue, you may be liable for travel/call-out fees.

Remedies & Limitations

- At DVS's discretion: repair, replacement (part or whole), or like-for-like substitute.
- DVS's liability is limited to the purchase price of the item as shown on your invoice.
- The warranty does not cover delay-related losses or any indirect or consequential damages.