HOUZZ MOOD

Warranty & Service

PROJECT COMPLETION WARRANTY & SERVICE

11 YEARS Hardware warranty*	**5 YEARS** Furniture warranty*	**1 YEAR FREE** Installation & service*
100% SATISFACTION Warranty*	**2500+** Happy Customers	**POST-INSTALLATION** Care & support

100% TRANSPARENCY

*Coverage and service are subject to the eligible products, scope and warranty conditions below.

01 PRODUCT COVERAGE

Hardware - up to 11 years. Eligible hinges, channels, slides and other supplied hardware are covered against eligible manufacturing defects, as identified in the invoice or approved product schedule. Repair / replacement follows the applicable product, brand and manufacturer conditions and approval process.

Furniture / wooden parts - up to 5 years. Eligible manufacturing, structural and installation-workmanship defects in cabinetry, carcasses, shutters, shelves and other contracted furniture are covered under normal intended indoor use, subject to the approved design and material specifications. Physical and external damage is excluded.

Brand hardware and appliances. BLUM, Hafele, Hettich and other brand items follow the respective manufacturer warranty, eligibility and claim procedure for the supplied model. Appliances supplied under the order carry their brand-standard warranty policies. Assessment / approval may be required before repair or replacement.

Lights, plastic and glass. Eligible light fixtures / components supplied by HOUZZ MOOD carry up to 2 years of product warranty, subject to manufacturer conditions. Plastic and glass products have no standard warranty unless expressly covered in the approved quotation or product terms.

02 INSTALLATION & AFTER-SALES LABOUR

First 12 months from handover. Installation-related rectification and eligible service labour are free for issues within the agreed warranty / service scope, subject to reasonable access and normal use. Excluded damage and additional work are chargeable.

After the first year. Minimum **Rs. 1,000 labour for ONE site visit**, plus transportation charges. This is a per-visit minimum. If service requires two or three site rounds, **every additional visit is charged separately**. Parts / materials outside product coverage and additional carpentry are extra, as required.

Product warranty is separate from labour. A covered replacement part does not make labour and transport free for the entire product-warranty period. After year one, labour and transportation can be charged even for a covered product claim. Applicable charges will be shared before scheduling wherever practical.

Exclusions & Support

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03 WHAT IS NOT COVERED

Use and physical damage. Scratches, dents, impact, breakage, bulging / bending caused by external factors, normal wear and tear, stains, negligent handling, misuse, overloading, or improper / harsh cleaning chemicals.

Water and external conditions. Leakage, seepage, prolonged moisture, dampness, excessive heat, humidity, sunlight, pests, fire and other external causes. Corrosion / rust or damage from these conditions is outside defect coverage.

Appearance changes. Degradation, discoloration, fading or changes to colour, grain, texture or finish of natural wood, laminates and other materials due to use, cleaning, intensive light, sunlight, moisture, heat or environmental exposure.

Unauthorised work. Alteration, dismantling, repairs, electrical work or adjustment by third parties without prior written approval; use outside the intended purpose.

Site defects and excluded items. Building movement / settlement, wall or floor defects, and civil, electrical or plumbing defects outside the contracted scope. Consumables, accessories and parts outside the relevant manufacturer or approved quotation scope are excluded unless stated otherwise.

Post-handover damage / loss. Damage or loss due to handling, use or external causes affecting sinks, couplings, drainage pipes, glass shelves, profile-door glass, rolling-shutter glass, hinges, drawer / tandem boxes, dish racks, dustbins, detergent holders, shutters, carcasses, shelves and open cabinets is chargeable. Eligible manufacturing defects remain subject to the warranty on page 1.

04 MATERIAL-SPECIFIC MOISTURE EXCLUSIONS

Continuous dampness beyond **72 hours for BWP plywood (IS 710)**, **48 hours for BWR plywood (IS 303)**, and **24 hours for exterior-grade particle board / HDHMR** is excluded as specified in the quotation. These are exclusion thresholds, not an assurance that water damage within those periods is covered. Applicable product conditions remain effective.

05 HOW TO REQUEST SERVICE

Share your name, site address, registered mobile number, invoice / order reference and clear photographs or a short video of the issue. HOUZZ MOOD will assess coverage and confirm whether a site visit, spare part or supplier inspection is needed. Chargeable labour, transport, parts and additional visit costs will be shared before scheduling wherever practical.

06 CONTACT & FOLLOW HOUZZ MOOD

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