

FURNITURE FITTINGS WARRANTY STATEMENT

Samsung Irex India LLP

Samsung Irex India LLP ("Samsung Irex") warrants its furniture fittings and hardware to the original purchaser against manufacturing defects for the periods set out below, subject to the terms and conditions of this statement. This warranty applies to products purchased through Samsung Irex's authorised dealer network in India on or after 17.08.2026.

WARRANTY PERIOD BY PRODUCT CATEGORY

Product Category	Product name	Functional Warranty
Hinges	All Hinges	10 years
Drawer Channels	Ball bearing slide 45kg	10 years
	Ball bearing slide 35kg	5 years
	Damping Ball Bearing	10 years
	UD rail Full Extension Soft Close	10 years
	UD rail Part Extension Soft Close	10 years
	Pocket Slides	5 years
Drawer System	Irex Cube/ Hana Cube (Black Series)	15 years
	Slim Box (Red Series)	5 years
Lift Up	Bi fold Lift up	5 years
	Gas Shock Absorbers	2 years
Kitchen Accessories	KUM Series (All products)	5 years
	Baekum Series (Except Dish Rack and Rolling Shutter)	10 years
	Dish Rack	5 years
	Rolling Shutter	5 years
Wire Products	Complete Range	15 years
Connecting Fittings	Complete Range	5 years
Sliding Solutions	Double Track	10 years
	Pluto	10 years
Aluminium Profiles	Complete Range	10 years
General Hardware	Bed fitting- Shockers	2 years
	Locks- Multipurpose and wardrobe	2 years
Osjang Series	All wardrobe accessories (Except Digital Locker)	5 years
	KUMGO - Concealed Locker	1 year
Screws	Complete Range	5 years

DEFINITIONS

Functional Warranty covers the mechanical performance of a product — its ability to operate as intended (opening, closing, sliding, damping, load-bearing) under normal usage and correct installation.

WHAT IS NOT COVERED

This warranty does not apply where the defect or damage results from any of the following:

- Misuse, mishandling, negligence, or improper installation not in accordance with Samsung Irex specifications
- Normal wear and tear
- Installation using unapproved or third-party accessories, or any unauthorised modification, repair, or removal of parts
- Exposure to chemical solvents, abrasive cleaning agents, paints, corrosives, or prolonged damp, humid, or salt-air conditions
- Rusting arising from environmental exposure rather than a manufacturing defect
- Breakage of plastic components due to impact
- Damage caused by accident, fire, theft, natural calamity, or any act beyond Samsung Irex's reasonable control
- Personal injury, property damage, or consequential/financial loss arising from product failure.
- Keeping product in high moisture environment.

TERMS & CONDITIONS

1. This warranty is valid only for the original purchaser and only when the original sales invoice or payment receipt (without amendment or alteration) is produced with the claim.
2. The claim must be raised by the person or entity named on the original sales invoice.
3. During the warranty period, Samsung Irex or its authorised dealer will, at its sole discretion, repair or replace any part found to have a manufacturing defect, free of cost.
4. Only Samsung Irex or its authorised dealers and service partners are permitted to service or repair the product; service by any other party will void this warranty.
5. Where a part is repaired or replaced, the warranty continues only for the unexpired balance of the original period — it is not extended or restarted.
6. If an exact replacement part or colour is unavailable, Samsung Irex or its authorised dealer may substitute an equivalent product or finish.
7. Any service or repair required outside the municipal limits of the servicing dealer's location will be subject to reasonable travel, transit, and logistics charges borne by the customer.
8. Product or packaging damage must be reported to the place of purchase within 7 days of receipt; otherwise the goods will be deemed accepted in good condition.
9. This warranty does not cover GST, other taxes, duties, or transport charges applicable to parts supplied or repaired.
10. In no event shall Samsung Irex's liability under this warranty exceed the purchase price of the product, and no claim for incidental or consequential loss will be entertained.
11. Billing disputes between the customer and an authorised dealer are to be resolved between those two parties; Samsung Irex is not liable unless the product was purchased directly from the company.
12. This warranty applies only to products purchased and used in India. Disputes, if any, are subject to the jurisdiction of the courts at Gurugram, Haryana.
13. Samsung Irex reserves the right to amend, modify, or withdraw these terms from time to time, with changes communicated through its official channels.
14. All previous warranty statements are hereby withdrawn.

CARE & MAINTENANCE GUIDELINES

Damage arising from non-compliance with the guidelines below is not covered under this warranty.

Do's

- Inspect products for damage before installation
- Install strictly per Samsung Irex specifications, using the correct tools and jigs
- Contact Samsung Irex customer care for installation guidance where needed
- Clean regularly using a soft, dry, or lightly damp lint-free cloth

Don'ts

- Do not customize or alter the installation from specification
- Do not use masking tape directly on product surfaces
- Avoid acidic, chlorine-based, or abrasive cleaning agents and steam cleaners
- Keep products away from open flame and prolonged moisture exposure

HOW TO MAKE A WARRANTY CLAIM

To raise a warranty claim, please contact us with the details below:

- Email: care@samsungirexindia.com
- Toll-free / Helpline: 1800 1204 920
- WhatsApp assistance: +91-8700536001

Please have the following ready when raising a claim:

- Product details (description)
- Proof of purchase (original invoice, purchase order, or payment receipt) with date
- Dealer name
- A description of the issue, with photographs where possible