

Warranty

Warranties: Jpl makes (and has made) no representations or warranties concerning ordered goods supplied by furniture manufacturers. The supplier/manufacturer is responsible for warranties concerning the goods supplied by them. Jpl, through the supplier/manufacturer, shall assist the customer with exchange or repair of any damaged product delivered to the customer; based on the requisite corrective form of action.

Jpl will perform exterior carton inspection, and will document any visible damage and shortages upon receipt of manufacturer shipments, and report to the customer within 48 hours. Concealed damages will be reported to the customer, appropriate carrier, and manufacturer within 15 days of receipt of order. Customer will assume responsibility for concealed damages to goods which may be stored or staged for extended periods beyond the 15 days, providing the customer has not requested and authorized an additional full inspection by Jpl. Jpl will assume responsibility for repair and replacement of any goods where it is determined that the damage or loss is attributed to Jpl. Jpl will assist the customer in the resolution process with the appropriate manufacturer or carrier.

As necessary, Jpl will provide additional services and adjustments at no charge, which may be required to correct mismanagement errors determined and confirmed during acceptance of goods and services. Jpl is responsible for and will guarantee efficient project management and installation services to the customer for a period of six (6) months from the date of executed customer acceptance.

Within the warranty and service period, the customer shall notify Jpl in writing immediately, and no later than thirty (30) days, following any known or reasonably suspected installation/project management defect being discovered. If Jpl is not notified within thirty (30) days from the time the issue becomes known, the warranty shall be invalid. A valid claim constitutes a loss where both parties agree that it was caused by Jpl and/or Jpl sub-contractor actions. The customer agrees to cooperate with Jpl and its insurance company in all reasonable ways to recover such loss.

Force Majeure: Jpl shall not be held responsible for any loss, damage, or delay in supplier/manufacturer products hereunder which may be caused, directly or indirectly, by fire, strikes, embargos, government requirements, civil or military authority, a public enemy, inability to secure material(s), acts or omissions of carriers or of customer suppliers, Acts of God, or any other cause(s) beyond the control of Jpl.

Customer Satisfaction: The Customer Satisfaction Process is managed by Stefanie Lannon. Any issues may be reported to Stefanie at: stefanie@jpl-associates.com, or (941) 918-1163. The customer will receive a response within 24 hours, or one business day.