

## **Fidoso Picture Framing Comprehensive Lifetime Warranty**

### **Preamble**

Fidoso Picture Framing, in its commitment to unparalleled craftsmanship and quality, hereby stipulates the terms of its non-transferable Lifetime Warranty. This warranty is extended exclusively to the original purchaser, affirming our confidence in the longevity and durability of our custom picture framing services.

### **Warranty Coverage Scope**

The Lifetime Warranty provided by Fidoso Picture Framing encompasses all materials and artisanal workmanship involved in the creation of our custom frames. This warranty is operative under the presumption of normal usage conditions and is intended strictly for the product's intended functional purpose. The components covered under this warranty are inclusive of, but not limited to:

Structural Frame and its Integrity

Glazing Components, including Glass and Protective Layers

Matboard Quality and Durability

Backing Board Stability

Mounting Hanger Reliability

Overall Craftsmanship and Artisanal Quality

### **Exclusions and Limitations**

This warranty explicitly excludes any damage, deterioration, or defect resulting from circumstances outside the realm of material or workmanship flaws. Notably, this includes damages arising from improper handling, intentional or accidental abuse, unauthorized alterations or modifications, exposure to harmful environmental conditions, or damage sustained during transportation or handling by third-party entities. Furthermore, this warranty does not encompass any ancillary or collateral damage to the contents within the frame (including but not limited to artwork, photographs, and documents), adjacent physical structures (walls, floors, furniture), or any other indirect damages. Fidoso Picture Framing explicitly disclaims any responsibility for incidental, indirect, or consequential damages that may arise from the utilization or incapacitation of the product. Reimbursement for costs or expenses incurred in the process of a warranty claim is not covered under this agreement.

### **Warranty Validation and Claim Procedure**

To initiate a warranty claim under this agreement, the original purchaser is required to contact Fidoso Picture Framing in a written format, providing necessary proof of purchase and a detailed description of the issue. Each claim submitted will undergo a stringent verification and validation process conducted by Fidoso Picture Framing's authorized representatives. This process is reflective of our unwavering commitment to excellence in customer service and our dedication to maintaining the highest standards of quality and customer satisfaction.

### **Warranty Claim Fulfillment**

Upon confirmation and validation of a legitimate claim under this warranty, Fidoso Picture Framing will exercise its sole discretion to determine the appropriate course of action, which may include repair or replacement of the defective or compromised frame components. This determination will be made based on an assessment of the nature and extent of the defect, as well as the feasibility and practicality of repair versus replacement solutions. It is important to note that this warranty is strictly confined to the repair or replacement of the frame components that are deemed defective and does not extend to any form of direct financial reimbursement or compensation.

### **Additional Provisions**

Fidoso Picture Framing reserves the right to alter or amend the terms of this warranty without prior notice. However, any such changes will not retroactively affect warranties already in effect. Clients are encouraged to retain a copy of their warranty documentation for their records.