

DARRAN field service information: warranty claims

DARRAN warranty policy:

Legal title of merchandise passes to the Buyer upon acceptance & pickup by the Freight Carrier from the Factory.

Submit a claim:

To submit a claim contact your Customer Service Rep. Telephone 336.861.2400 Toll Free 800.334.7891

- Digital Picture Requirement: DARRAN will require digital pictures of the warranty issues to process the warranty claim. Digital pictures are necessary to determine what warranty claim remedy is needed.
- Ticket & Item Number Requirement: DARRAN will require the purchase order number and item number(s) to process the warranty claim.

This information can be found on the tickets located under the units in the packing slips, on top of all units 71+” in height. If the customer has removed the packing slip, open the drawers on the furniture and look for the quality sticker on the pedestal side, which will have the needed information.

Prepayment warranty claims:

Warranty claims against newly delivered merchandise and claims prior to invoice remittance must be reported to DARRAN's Warranty Department within the Terms of the Invoice (Net 30 Days) to qualify for payment adjustment to involved items.

- Non-payment of invoices within invoice terms due to unreported warranty claims will result in late finance charges, interruption of credit line, open order delays, and possible collection action.
- Warranty claims reported prior to invoice remittance terms will result in invoice payment due being adjusted less all items involved in warranty claim and associated units (i.e. Hook-ups)
- Remittance of invoice balance will not be due until warranty claim is investigated, remedied, settled, or denied. A notice of payment balance due will be issued at warranty claim conclusion.

Post-payment warranty claims:

Note: Warranty claims made within 5-year/Life-time coverage terms will be processed and investigated within 10 business days from date of formal report to Factory.

Warranty claim remedies may include any of the following Methods:

- Local field repair by DARRAN Service Agent (Furniture Medic)
- Part replacement with labor included
- Part replacement without labor included
- Unit replacement
- Price settlement
- Denial of Claim