

TEMPO WARRANTY

TEMPO INDUSTRIES, INC. warrants the original owner (with proof of purchase) its iron metal product construction to be free from defects in workmanship and materials for the life of the product. Moving parts are not covered by this warranty.

TEMPO RETURN POLICY

1. Per TEMPO's long-standing warranty...TEMPO will replace any item due to manufacturing defects. These include defective welding and finishing, mismatched parts, out of shape parts, etc. Moving parts (swivels, casters, etc.) and fabrics are not covered by this warranty. The swivels, however, are covered by the manufacturer's warranty.
2. A "re-stocking" fee will be charged on any returned item that is found to be undamaged or non-defective.
3. In the event that a customer has received an item covered by our warranty, TEMPO will replace the product per the following procedure"
 - a. Customer service notifies TEMPO of the damaged goods via "service request form."
 - b. TEMPO customer service:
 - 1) Issues a UPS 'call tag" to pick up the damaged goods.
 - 2) Places a 'repair" order for the replacement
 - c. Customer service faxes confirmation that damaged goods have been picked up.
 - d. TEMPO ships replacement item immediately upon receipt and confirmation of the damaged item.

PRODUCT CLEANING

METAL FRAMES

Do not use ABRASIVE OR CHEMICAL cleaners!!

To maintain the original luster, simply wipe with a soft clean cloth to dust or remove dirt or fingerprints.

A damp cloth can be used if necessary to remove food or dried spots.

FABRICS

Cleaning Codes are listed for each fabric.

S - Must be "Dry Cleaned"

W - Water can be used sparingly with mild soap

SW - Either of the above can be used

COM FABRICS

1. COM orders must be issued separately...on a separate purchase order! We will still ship with other orders in house.
2. All COM fabrics must have a copy of the COM form attached or it may returned to sender. If your fabric is being shipped directly from a mill, please be sure the yardage is identified with your store name, purchase order number and side mark.
3. A 2nd dated acknowledgement will be sent once fabric is received. Production time is usually 3-6 weeks from the receipt of your fabric.
4. There is a \$25 surcharge for matching pattern to seat & back, etc. per style.
5. Plain and small fabrics require a 27" x 27" cut of fabric. We cut all cushion identical if one full yard is supplied for each cushion.
6. Seats and back units (or seats with boxing and welt) require a minimum of 1.5 yards.... 2 yards if we are matching a pattern, per unit.

7. LEATHER: 20 sq ft is the same as 1 yard of 54" fabric. There is a \$15 surcharge for any leather cushion sewing.

8. Be specific with special instructions! If necessary, use masking tape to mark the specified area.

9. If you have any questions do not hesitate to call customer service for answers or instructions.

WE WILL NOT BE RESPONSIBLE IF THESE INSTRUCTIONS ARE NOT FOLLOWED!