

# Madera Collection

**Congratulations on your purchase of the Santa Fe Credenza Crate.**

## **HOW TO CARE FOR YOUR NEW FURNITURE:**

- Dust your Credenza regularly with a soft cloth or dusting tool
- To clean, as needed, use a wood safe cleaning agent, sparingly, with a soft cloth, be sure to dry all wet surfaces.
- In case of a liquid spill or accident immediately wipe with a dry cloth to avoid damaging the wood and/or finish.
- Avoid using harsh chemicals on your wood furniture.

## **THINGS TO REMEMBER:**

- Keeping wooden furniture out of direct sunlight will prolong the life of your furniture.
- Placing hot items directly onto wooden surfaces can damage the finish and cause permanent marks or spots. Use coasters or trivets to avoid direct contact of hot items with wood.
- Keep your furniture away from fireplaces, heating & cooling vents and moisture sources to avoid damage from temperature extremes & humidity.

## **QUESTIONS OR CONCERNS ABOUT YOUR NEW CRATE OR WARRANTY:**

Our customer experience team is at the ready to assist you with your purchase.

Visit us at [www.newagepet.com/customer-service](http://www.newagepet.com/customer-service) or send us an e-mail to [customerservice@newagepet.com](mailto:customerservice@newagepet.com)



Don't forget to share photos of your pup enjoying their new crate!

# Madera Collection

Pinta International, Inc., doing business as New Age Pet and New Age Garden (“Pinta”) warrants the original purchaser (“Purchaser”) that, for a period of ninety (90) days from the date of original purchase, under normal use and conditions, Pinta’s products covered by this warranty, as delivered within the package containing the product, shall be free of defects in material and/or workmanship. If defect occurs within the warranty period, Purchaser will notify Pinta of such defect as soon as defect is observed by Purchaser. Upon confirmation of warranty application and validity, Pinta, at its sole discretion and at its sole option, will provide replacement parts or a replacement product at no cost to the Purchaser. Pinta’s sole responsibility will be for replacement of damaged or defective parts or product and under no terms will Pinta be responsible for refund or any part of the total purchase price paid by Purchaser.

This warranty is offered to the original Purchaser only and is not transferable. There is no warranty coverage for rented products, products purchased “used”, “as is”, at a distress or liquidation sales, auction sale sites or directly or indirectly from a close-out agent or liquidator.

This warranty covers only shipping damage, defects in material or workmanship and the covered conditions described above. It does not cover damage from abuse either by the owner or the animal that the product is designed to house if applicable. This warranty specifically excludes any damage to the product caused by any pet or animal including, but not limited to chewing, gnawing, scratching on any part of the product.

In addition, Pinta does not warrant, under any circumstances, damage incurred due to improper assembly or use of the product under the following circumstances but not limited to 1) use beyond the intended purpose, 2) damage caused by selection and use of the improper size, 3) rejection – refusal to use - by the animal for which the product is intended for any reason, 4) acts of God including but not limited to earthquake, hurricane, tornadoes, wind shear, gale force winds & lightning, 5) staining by any materials that come in contact with the product, 6) improper handling by Purchaser or selling retailer, 7) damage incurred as a result of impact of any kind regardless of whether the impact is accidental or on purpose. 8) ordinary wear and tear, 9) damage by any animal including the intended resident of the structure.

This warranty is null and void if the product has been modified in any way by the Purchaser, agent of the Purchaser, the selling retailer or anyone else other than Pinta.

No person or entity is authorized by Pinta to make, extend, modify or in any other way alter this warranty or offer any verbal warranties beyond the terms contained in this warranty and Pinta will not be bound under any terms other than those contained in the warranty.

UNDER NO CIRCUMSTANCES WILL PINTA BE LIABLE FOR SPECIAL, CIRCUMSTANTIAL OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES ARE SOUGHT IN CONTRACT, IN TORT OR OTHERWISE. PINTA’S LIABILITY WITH RESPECT TO DEFECTIVE / DAMAGED PRODUCTS SHALL BE LIMITED TO THE COST OF THE REPLACEMENT PART (S) OR THE REPLACEMENT COST OF THE PRODUCT. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

To make a claim under this limited warranty, the Purchaser shall notify Pinta and, upon request, shall supply Pinta with confirming evidence of the assumed defect/damage along with proof of purchase. Notification can be made using the following means:

- Email: [customerservice@newagepet.com](mailto:customerservice@newagepet.com)
- New Age Pet Website: <https://www.newagepet.com/customer-service/>
- US Postal Mail/FedEx/UPS to: Pinta International, Inc., 25063 Viking Street, Hayward, Ca 94545