

Warranty System

E-top Co., Ltd. is committed to making sure that the EIN Super Wood products are safe to use after delivery and construction, but in case of product deficiency, we have set up a 2-year warranty system that starts from the delivery date. If product damage or failure occurs, due to production or design defects in parts or materials, in despite of regular use of the products, free repair is guaranteed during the warranty period.

However, in the following cases, it is not covered by the compensation range, even within the warranty period, we cannot repair and replace for free.

- Failure, damage or breakage due to abuse or misuse.
- Failure, damage or breakage due to remodeling.
- Color change and wear due to aging.
- Failure, damage or breakage due to natural disasters such as earthquake, fire, lightning.
- Failure, damage or breakage due to moving after the assembly, construction and final inspection.
- Others, if the equivalent thereto.

■ Warranty period

- We provide a 2 years free charge warranty from date of delivery of our products.

■ Guarantee contents

- During the warranty period, in despite of regular use, if any defects relating to material, design or production faults occurs, we will repair or replace, free of charge.
- During the warranty period, in case of damage, wear or breakage caused by deliberate negligence or natural disasters, appropriate measures including prohibition of use may be taken without waiting the administrator's approval for safety. In addition, we will proceed an investigation, including unclear cause cases, and we will conduct consultations and make decisions with administrators on the methods and expenses regarding repair and replacements.



Insurance system

Product Liability Insurance

E-Tops Co., Ltd. has subscribed to product liability insurance covering all products.

Regarding the products use, if an accident occurs due to negligence in production, a responsible guarantee will be done.

