

Warranty Furniture Products

Warranty Period

A standard 5 year structural warranty is offered on all indoor furniture products.
A standard 2 year structural warranty is offered on all outdoor furniture products.
The warranty period commences at the date of dispatch of furniture.

Warranty Conditions

- The warranty covers the structure of the products against defects in workmanship or material, under normal usage conditions.
- The warranty does not cover
 - o Fabrics and leather (The supplier warranty applies).
 - o Product damage due fair wear and tear, or natural ageing of materials.
 - o Damage due to spills, such as drinks, dyes, solvents, ink, paints or bodily fluids.
 - o Damage due to misuse or abuse.
 - o Damage due mishandling during freight.
 - o Furniture that has been contaminated, repaired, refinished or modified in anyway.
 - o Corrosion originating from scratches or abrasions that result from general wear and tear and which cannot be removed via standard cleaning and maintenance processes.
 - o Corrosion of steel furniture and parts, including stainless steel, as a result of direct use in harsh seafront locations or in a chlorinated environment.
 - o Minor corrosion spots at the weld joints: under table tops, on bases and seat frames. These do not affect the structural integrity of the product and are a natural outcome of the material used.
 - o Any variances in colour, shade or gloss level of finishes, stone tops and timbers.
- In the event of liability being established, the agreed defects will be made good. No compensation shall be paid as a result of such defects.
- If identifiable branding has been removed, proof of purchase will be required for any claims under this warranty.
- Keith Melbourne Pty Ltd will provide repair and/or make available parts or items free of charge at our discretion.
- Keith Melbourne Pty Ltd will not be liable for any claims caused directly or indirectly by any event or matter beyond its control, including incidental, consequential or contingent damages suffered as a result of the use or assembly of the furniture or a breach of this warranty either written or implied.
- Keith Melbourne Pty Ltd will not liable for fading or natural ageing of timber or any naturally occurring timber feature such as medullary rays or grain features. We will not be liable for fading, creasing or stretching in upholstery or the softening of foam and filling over time.

- Keith Melbourne Pty Ltd must first be notified of a potential warranty claim in writing and then agree to acceptance prior to any goods being sent. Photos of goods in question must be submitted alongside the written notification documenting alleged fault or defects. Upon receiving goods for inspection Keith Melbourne Pty Ltd may request further information in order to assess validity of warranty claim. You will receive notification whether Keith Melbourne Pty Ltd accepts or rejects your claim.
- The warranty covers the cost involved in the repair but excludes any transport or freight costs associated with the claim.