

ownworld

WARRANTY STATEMENT
2018

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Ownworld product warranties vary between 2-10 years and are dependent on the item. Please refer to the Product Warranty sheet for the specific warranty period of each product. Any claims for breach of warranty must be made within the set period for each item.

Commencement Date

The warranty period commences from the date of product delivery and after any related installation work has been completed.

Warranty Inclusions

Ownworld warrants that, under normal usage conditions and with proper maintenance, the product will be free of structural defects throughout the set period.

Warranty Exclusions

The warranty covers all workmanship but does not cover specified fabric and leather upholstery finishes and excludes changes due to normal wear and tear, breakages caused by malicious treatment or misuse, deterioration caused from lack and/or inadequate care, damage caused by erroneous maintenance, colour variations in timber finishes due to ageing and applied finishes or client customisations without acceptance by the manufacturer.

Variations in natural product finishes such as timber, marble, stone and leather, which do not impair the wearing qualities, durability or functionality, are not considered faults. Colourfastness and/or matching of colours, grains or textures of natural materials and finishes are not warranted.

Individual fabric and leather suppliers can provide warranties relating to performance. However, if any covering is agreed to be defective, every effort will be made to negotiate a satisfactory settlement with the fabric or leather supplier on your behalf.

Variations to materials and finishes, caused as a result of environmental factors, are not warranted. All products are suitable for indoor use only, unless otherwise stated in writing.

Warranty Rectification Process

During the warranty period and at the company's discretion, Ownworld will repair and/or replace, at no cost, any product, part or component deemed as a defective, provided the item has undergone normal use (see warranty exclusions).

An inspection of the product, to determine the nature and cause of the fault, is required by a representative from the Ownworld showroom from which the furniture was purchased. If a representative cannot visit the site, photographs of the damage/fault will be requested in order to identify the cause of the concern and formulate a method of repair.

If Ownworld is unable to repair the product on site, the item will be collected to be repaired off site. At time of collection a suitable loan item may be provided if required.

Timing for Repair

Inspection of the product will be arranged within 72 hours. If the product cannot be repaired on site, during this period Ownworld will arrange replacement components. Availability of components will depend on the origin of the product. All components for locally manufactured products will be available within 4 weeks with components for products manufactured in Europe available within 12-14 weeks.

Recommendations

Regular cleaning and maintenance is recommended (Please refer to our standard care and maintenance recommendations).