

# Warranty policy

## OUR COMMITMENT TO QUALITY

At Furnware, we proudly design and manufacture high-quality furniture built to last. Each product is expertly crafted, carefully assembled, and thoroughly inspected to meet our highest standards. We take full responsibility for ensuring your furniture arrives in excellent condition and performs as expected.

Our warranty is more than a piece of paper - it's our commitment to quality and long-term support.

While issues are rare, if something does go wrong, we'll work with you to resolve it promptly and ensure your satisfaction.



## WARRANTY COVERAGE

Furnware products are supported by local consumer protection laws, where they apply. This Warranty is in addition to any rights and remedies you may have under those laws, which cannot be excluded.

### **For customers in Australia**

In addition to our warranty, our products are covered by guarantees under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure, and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

### **For customers in New Zealand**

Our products are mainly supplied to schools and organisations, so the Consumer Guarantees Act 1993 will not normally apply. If a product is purchased for personal or household use, the protections under the Consumer Guarantees Act 1993 may apply.

### **For customers outside Australia and New Zealand**

Local consumer laws may apply.

# Our warranty promise

In addition to any rights under consumer law, Furnware provides the following express warranties for extra peace of mind.

10  
Years

- Bodyfurn® range
- Plastic seating with metal frames
- Metal chair frames
- Desks and tables
- Storage and display units

5  
Years

- Soft furnishings (excluding fabric)
- Soft furnishings (excluding fabric)
- Ned stools
- Furnware tote trays
- Gratnells tote trays
- Trolleys (excluding wheels)

3  
Years

- Wheels and castors (unless stated)
- Wheels and castors (unless stated)
- Bean bag covers
- Floor cushions and pads
- Upholstered seat pads and back pads
- Ferdi hygienic bins (excluding plastic)

## ADDITIONAL COVER

- Soft furnishings include foam, buffer feet, and legs. Fabric is excluded and covered separately under the supplier's fabric warranty.
- Upholstery fabric – manufacturing defects are covered under the supplier's warranty. Normal wear, fading, and pilling are excluded.
- Bean bag filling (beans) – 1 year.
- Ferdi hygienic bins – plastic parts – 1 year.
- Third-party tote trays and under desk storage trays – 1 year.
- Magnetic or writeable whiteboard surfaces – covered by the supplier's warranty.
- Custom designs or modifications – warranty confirmed at the time of quoting.

## SUPPLIER WARRANTY DETAILS

Certain components or products (such as upholstery fabrics, magnetic or writeable surfaces, sound walls, gas struts, star bases, and height-adjustable mechanisms) are covered by supplier warranties. Where applicable, Furnware will pass on the benefit of these warranties to you, to the extent available from the supplier. Supplier warranty details are available on request.



## WARRANTY CONDITIONS

- This warranty covers defects arising from faulty design, materials, or workmanship under normal use and proper installation. Exclusions for normal wear and consumable components are outlined in 'What's Not Covered' below.
- Your warranty starts from the date of purchase, as shown on your invoice.
- It applies only to products sold by Furnware or authorised distributors.
- Goods must be installed, used, and maintained in accordance with our guidelines.
- The warranty applies to the original purchaser and is not transferable.
- Moving parts (including hinges, wheels, castors, and adjustable mechanisms) are covered against manufacturing defects under normal use. These components may require periodic maintenance or replacement due to normal wear, and wear-related deterioration is not covered.
- Fixed seating is not covered under this warranty. Please refer to the product-specific warranty for coverage details.
- Specific warranty terms and conditions apply to custom designs, specials, or product modifications and will be confirmed at the time of quoting. Where designs or modifications are originated or specified by the customer, the customer accepts responsibility where performance or compliance may vary from standard Furnware products or furniture standards. Where Furnware designs a custom solution, standard warranty terms apply to our design and workmanship.
- Repairs or services not covered under this warranty may be subject to a charge.

## WHAT'S NOT COVERED

### **This warranty does not cover:**

- Unauthorised modifications or repairs.
- Improper use - furniture used in ways it was not intended for.
- Incorrect installation or assembly.
- Damage from external factors (e.g. accidents, environmental conditions, impact damage, or moisture).
- Normal wear and tear, including fading or colour changes from light exposure, and components that by their nature may require periodic replacement due to wear, degradation, or consumption (e.g. glides, buffers, fabric, foam, or moving parts). Moving parts remain covered for manufacturing defects as outlined in Warranty Conditions above.
- Damage to flooring or other surfaces caused by movement, weight loading, or normal use of products such as trolleys, stools, or furniture. Customers are responsible for ensuring that flooring materials and finishes are suitable for use with Furnware products.
- Breakage or wear of feet or glides resulting from floor surface type, condition, or inappropriate material selection.
- Material variations, including differences in colour, texture, and wood grain, as well as any variations resulting from the use of recycled materials.
- Manufacturing witness marks and variations, including but not limited to plastic component parting lines and flow lines that occur as part of normal moulding and production processes.
- Purchases from unauthorised retailers or resellers.
- Claims without proof of purchase (invoice, order number, or quote reference).
- Damage in transport when handled by unauthorised third parties.
- Exposure to extreme conditions (e.g. excessive heat, cold, solvents, or chemicals).
- Misuse, neglect, or abuse (including overloading beyond recommended weight limits).
- Custom products - special orders may have separate warranty terms.

## HOW TO MAKE A WARRANTY CLAIM

1. Check Warranty Period - Confirm the product is still covered (see Warranty Coverage).
2. Contact Us - To help us resolve your claim promptly, please notify us within 5 working days of delivery or discovering the issue. This suggested timeframe helps us resolve issues quickly and does not limit any rights you may have under applicable consumer protection laws.  
Describe the Issue - Provide a clear description and photos.
3. Provide Proof of Purchase - Share your invoice and confirm the product was installed and used as
4. intended.

## WHAT HAPPENS NEXT?

- We will assess your claim and, if approved, arrange a repair, replacement, or credit.
- If a product is retired or unavailable, we will offer a comparable alternative of similar function and quality. If no comparable alternative is available, we will provide a credit equal to the original purchase price. Any replacement product is covered for the remaining balance of the original warranty period.
- Minor defects that do not affect function may be eligible for a partial credit.

## RETURNS AND FREIGHT COST

- If the issue is covered by our warranty, we will cover freight costs.
- If a product was incorrectly supplied or over-delivered, we will arrange collection at no cost.

## GOVERNING LAW

This warranty policy is governed by the laws of New Zealand. Nothing in this policy excludes, restricts, or modifies any rights or remedies you may have under mandatory consumer protection laws in your jurisdiction, including the Australian Consumer Law and the New Zealand Consumer Guarantees Act 1993.

## POLICY UPDATES

We reserve the right to update this warranty policy. The version in effect at the time of purchase will apply. Prior versions are retained and available on request.

## WE'RE HERE TO HELP

For all customer service, warranty, and product queries please contact our team:

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