

# Warranty Statement

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Stylecraft pieces offer warranty periods of 1-10 years. We pride ourselves on our partnerships with brands that manufacture collections to the highest of quality standards. Please refer to our website or your Stylecraft Sales Consultant to confirm the specific warranty period for each product. We also suggest utilising the Care & Maintenance guide to ensure the best condition of your products.

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## Warranty Inclusions

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Stylecraft warrant that, under normal usage conditions and with correct maintenance, the product will be free of structural defects throughout this period.

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## Warranty Exclusions

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The warranty excludes negligence or abuse and specified fabrics or finishes. However, if any covering is agreed to be defective every effort will be made to negotiate a satisfactory settlement with the supplier on your behalf. Individual fabric and leather suppliers provide warranties relating to performance.

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## Recommendations

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

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## Warranty Rectification Process

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Stylecraft will gladly repair or replace a product, or parts of a product that are subject to wear at the company's discretion. An inspection of the product is required to determine the nature and cause of the fault. This will be attended to by a representative from the Stylecraft showroom of 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 the most suitable approach for repair.

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## Timing for Repair

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Inspection of the product will be arranged via Stylecraft's relevant state team member. If the product cannot be repaired on site, the item will be collected to be repaired off site. During this period Stylecraft may arrange suitable loan items, or replacement components. Availability will depend on the origin of the product. All components for locally manufactured products will be available within 6-8 weeks with components for products manufactured overseas available within 14-16 weeks.

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