

Warranty Policy for HelloFurniture product(s)

Outdoor furniture

All warranties are to the original purchaser from authorized retailers only. Warranties are not transferable. Proof of purchase is required for all claims. Warranties are only applicable in the Country of purchase.

All warranties are limited to manufacturing and material defects that appear under normal residential use.

Warranties are for repair, replacement, or substitution only

Warranties are voided by evidence of excessive soiling, improper cleaning or treatment, abuse, or abnormal use. Warranties do not apply to products used for rental, business, institutional, or other non-residential uses.

Unfortunately, the HelloFurniture guarantee does not apply to:

- Normal wear and tear, including pilling, fading, loss or deterioration (of the whole product or its components)
- Damage caused by improper use, cleaning, negligence, treatment, transportation, storage of the products or otherwise caused by your acts and / or omissions
- Damaged caused through any modifications, alterations, improper assembly, tampering or products used in an abnormal manner and not for the products intended purposes
- Damage caused by exposing the products to the sun, extreme heat or cold, or chemicals / agents that are known to damage the finish of the product
- Body impressions on mattresses, sofas and chairs where the indentation is less than 32mm
- Damages caused by Act of God
- Defects in products that are sold "As Is" which were brought to your attention on purchase
- Products used for commercial purposes

HelloFurniture Outdoor Range Offers different warranty police applies to domestic or commercial use and covers defects in materials, workmanship and function on all main parts

Timber - 2 Year Warranty

We offer a 2-year structural warranty. The warranty covers repair or replacement. The warranty does not cover defects in timber, defects caused by misuse or failure to maintain.

To obtain service under the warranty, report any problems to Hellofurniture with proof of purchase.

Should the design or colour in question no longer be available, we reserve the right to make a substitution with a similar product.

Follow up Maintenance Instructions (Timber)

Aluminium - 2 Year Warranty

Our aluminium range offers a 2-year warranty applies to the aluminium frame from the date of purchase for manufacturing faults and defects only to the frame. Proof of purchase, dated receipt, is required for all Warranty claims. The warranty excludes the frame or any part that is damaged by accident or misuse. This product is designed for domestic use only and the Warranty does not apply to commercial applications. If an item should fail as a result of a manufacturing fault or defect under normal domestic use, the Manufacturer at their discretion will repair, refinish or replace the failed item.

To obtain service under the warranty, report any problems to Hellofurniture with proof of purchase.

Should the design or colour in question no longer be available, we reserve the right to make a substitution with a similar product.

Follow up Maintenance Instructions (Timber)

Powder Coating - 1 Year Warranty

Powder coating is covered for 12 months for manufacturing defects. Scratching and marking in the finish is excluded. Powder coating affected by the elements of salt, chlorine, chemicals, dirt and grime is also excluded from the warranty.

To obtain service under the warranty, report any problems to Hellofurniture with proof of purchase.

Should the design or colour in question no longer be available, we reserve the right to make a substitution with a similar product.

Follow up Maintenance Instructions (Timber)

PE Wicker/Rattan - 1 Year Warranty

Our standard PE wicker/rattan range offers a 1-year warranty outdoor in a covered area. Warranty specifically excludes scratching of wicker finish or any damage caused by the outdoor elements. This warranty can be claimed if wicker has been damaged due to faulty workmanship by the manufacturer. Proof of purchase is required for all warranty claims. The warranty excludes the wicker or any part that is damaged by accident, misuse or outdoor elements. This product is designed for domestic use only and the Warranty does not apply to commercial applications. If an item should fail as a result of a manufacturing fault or defect under normal domestic use, the manufacturer at their discretion will repair, refinish or replace the failed item.

Should the design or colour in question no longer be available, we reserve the right to make a substitution with a similar product.

Follow up Maintenance Instructions (Timber)

Glass - No Warranty

The glass used in all outdoor furniture is tempered glass. Although up to four times tougher than normal glass, it is not unbreakable. Tempered glass should receive the same care as normal glass. Careless handling or use sometimes produces damage which may not be immediately visible to the naked eye. Avoid dropping objects on the glass, which may weaken it. Damaged glass may spontaneously shatter if later subject to thermal or mechanical stress. Tables should not be dragged at any time to avoid damage to legs and possible glass breakage. GLASS IS EXCLUDED FROM THE WARRANTY

Slings/Cushions

Polyester and Textilene fabrics are covered with a 1-year warranty. Over time these fabrics may fade or stretch and cushions may flatten, which is not covered by warranty. To clean cushions/slings, vacuum on a regular basis. Wash with mild soapy water and rinse thoroughly

with fresh water. DO NOT use a solvent based cleaner. Never store cushions when wet. Covering furniture with a furniture cover or storing inside when not in use will extend its life.

Steel Frames

Furniture with a steel frame is covered by a 12-month manufacturer's structural warranty. We recommend all steel frames must be kept dry and in a covered area to prevent rust. This warranty does not cover RUST. Covering furniture with a furniture cover or storing inside when not in use will extend its life.

1HelloFurniture

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