

Our Guarantee

5 Year Warranty

At James Richardson Furniture we value our customers. We ensure all processes and products comply with or exceed market expectations. All products purchased from James Richardson Furniture are subject to varying warranties.

Commitment to Excellence

Our mission is to ensure that everything we do or supply will not compromise quality and will maintain or enhance the James Richardson Furniture brand and reputation.

Commitment to Quality

Our proud history began in 1892. Since then we have built a reputation for offering quality products sourced from quality suppliers and manufacturers. While design and price will constantly change, one thing must remain the same; our commitment to quality.

Product Warranty:

James Richardson Corporation Pty Ltd warrants to the original purchaser that the product, subject to the conditions set out below, to be free from manufacturing defects, for a period of **5 years** from the date of purchase.

Provided that:

- ✓ The product is used solely for the purpose it was originally designed.
- ✓ The product is maintained as per guidelines and regularly inspected for damage.
- ✓ In a harsh environment, these inspections may need to be weekly.
- ✓ The warranty is given in addition to consumer guarantees.

The warranty does not cover:

Damage caused by transport to the customer or by the customer.

Freight or transport charges associated with return of product to nearest James Richardson office.

Damage caused by misuse, abuse or neglect.

User modifications carried out without written permission from James Richardson Furniture.

Costs associated with repairs as a result of the above exclusions.

In the event of a claim, James Richardson Furniture reserves the right to determine the validity of a claim and to repair or replace the product(s).

The James Richardson Furniture Product Warranty policy is limited to that contained in the above conditions and must be read in conjunction with James Richardson Furniture Standard Trading Terms and Conditions, which are available on request.

The James Richardson Furniture Product Warranty, may not be extended by verbal representations by James Richardson employees, agents or re-sellers.

Claims:

All claims for warranty must be made in writing and forwarded to respective state offices.