

OUTDOOR WARRANTY

Artwood Outdoor Wooden Furniture

Artwood outdoor wooden furniture is covered under warranty for any manufacturing defects discovered in materials or workmanship. Timber being a natural material varies in colour and grain orientation and will weather when exposed to the elements. Splits, cracks and colour change are all natural weathering processes and are not covered by warranty.

Artwood New Zealand will replace or repair such defects for a period of three years from the date of purchase provided that the product has not been subject to accident, abnormal use, or lack of reasonable care.

Surface coatings are not covered by warranty as they rely on the customers' maintenance program to ensure their performance.

The warranty does not cover product sold as 'seconds', product damaged in transportation or furniture used in commercial, contract, or non-residential use.

Artwood Woven Polyethylene Outdoor Furniture

Artwood outdoor woven furniture is covered under warranty for any manufacturing defects discovered in materials or workmanship. Artwood New Zealand will replace or repair such defects for a period of three years from the date of purchase provided that the product has not been subject to accident, abnormal use, or lack of reasonable care.

The warranty does not cover products sold as 'seconds', product damaged in transportation or furniture used in commercial, contract, or non-residential use.

Artwood Outdoor Cushions

All fabrics (excluding stitching and zips), cushions and covers are covered under warranty for a period of one year for loss of colour or strength under normal usage and exposure conditions. Mould growth due to cushions being left in damp conditions will not be covered.

The warranty does not cover products sold as 'seconds', product damaged in transit or furniture used in commercial, contract or non-residential use.



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Artwood Outdoor Concrete

Artwood Outdoor Concrete furniture is covered for one year under warranty for manufacturer defects, such as chips or cracking that have happened prior to unpacking, or unexpected structural breakdown.

Once unpacked, cracking will not be covered under warranty, these are fragile products and extreme care must be taken while unpacking and moving the item into place. We have supplied care instructions for our concrete furniture, these instructions must be adhered to throughout the lifetime of your concrete furniture. The products must be kept undercover during winter months and never exposed to frost or extreme cold weather, as this may result in cracking which will not be covered under warranty.

The warranty does not cover products sold as 'seconds', product damaged in transit or furniture used in commercial, contract or non-residential use.

Artwood Outdoor Aluminium

The Artwood Estepona and Anson ranges are constructed of a powder coated aluminium frame. These products are covered under warranty for any manufacturing defects discovered in materials or workmanship. Artwood New Zealand will replace or repair such defects for a period of two years from the date of purchase provided that the product has not been subject to accident, abnormal use, or lack of reasonable care.

If left out in extreme heat for prolonged periods the colour may fade. This will not be covered under warranty as it is considered general wear and tear.

The warranty does not cover products sold as 'seconds', product damaged in transit or furniture used in commercial, contract or non-residential use.