

7 Warranties

7.1 All warranties, conditions and other terms whether express or whether implied by statute, common law, trade usage, course of dealing or otherwise are, to the fullest extent permitted by law, excluded from the Contract.

7.2 The Company does not give any warranty that the Products are fit for any particular purpose for which the Products are being bought by the Customer (unless the Company has agreed otherwise in writing).

7.3 In accordance with Condition 8, while accepting that the Customer may, under certain circumstances be entitled to a refund of monies paid, the Company reserves the right to repair or replace goods sold (other than clearance or ex-display goods where faults have been clearly identified or the goods have been sold "as seen") which prove within a reasonable period of time to be defective because of bad materials or workmanship in manufacture.

7.4 Other than as stated above, (a) all furniture is guaranteed for a period of 1 year from date of purchase against manufacture defects only; (b) all leathers shall be free from defects in materials and workmanship for a period of 2 years from the date of purchase (subject to Condition 7.7 below); and (c) all furniture frames shall be guaranteed for a period of 5 years from date of purchase against manufactures defects only.

7.5 All limited guarantees above do not apply to clearance sale purchases, ex-display goods or specific cases where faults have been clearly identified to the Customer before purchase or the goods have been sold as seen. In each case the Company will clearly state that the limited guarantees do not apply prior to purchase.

7.6 The Company cannot guarantee furnishing fabrics and linens other than for reasonable wear and tear or against shade variations of items purchased at different times.

7.7 Those goods which contain natural leather hides are therefore subject to dye, grain and shade variations and natural markings (including open scars, healed scars from vegetation, insect bites, neck stripes and dung marks) such variation and markings are not classified as defects. Those goods which contain drift wood, salvaged wood or reclaimed wood contain natural and/or reprocessed wood and are therefore subject to grain and shade variations and natural markings (including knots and scars) such variation and markings are not classified as defects. By entering into the Contract, you acknowledge that the goods may have any of these markings and the existence of such markings shall not constitute a breach of the Contract.

Care Guide:

TIMBER PRODUCTS

The aesthetics of our timber products are designed to change over time. With general use and exposure to your everyday lifestyle the wood will develop individual characteristics. To ensure the longevity of your HALO product please follow our simple care instructions:

CLEANING

Varying humidity levels within your home can affect the structural integrity of the wood. Where applicable use a humidifier and/or air conditioner to maintain a relative humidity (generally between 23-35 percent). Avoid placing solid wood furniture directly in front of oil radiators, heat runs, or wood burning stoves.

HUMIDITY

Varying humidity levels within your home can affect the structural integrity of the wood. Where applicable use a humidifier and/or air conditioner to maintain a relative humidity (generally between 23-35 percent). Avoid placing solid wood furniture directly in front of oil radiators, heat runs, or wood burning stoves.

SUNLIGHT

All wood will change colour over time. Avoid prolonged exposure to direct sunlight to prevent fading. Rotate items placed on solid wood to avoid uneven development of the wood's natural patina. We also recommend avoiding prolonged exposure to direct spot light.

PROTECTION

To prevent damage to the woods surface, water marks, scratches, etc always use coasters and mats. Blot spills immediately. Avoid solvents, perfume, alcohol, and nail polish. Plastic or rubber protectors may react with the finish and permanently damage surfaces.

Leveling and Door Adjustments

Doors require periodically leveling. The key indication when your doors no longer line up as closely as they originally did.

MOVING

Avoid dragging furniture. This will result in weakened joints. Remove all items, especially electronics from cupboards and storage units.

We also recommend removing all drawers. It is better for you and better for your furniture. In the event of any staining or damage to your product please contact our office for advice. We will endeavor to offer the best advice possible to aid in the restoration of the product.