

fenton&fenton



At Fenton & Fenton, we are passionate about delivering high quality crafted interiors that are made for the long haul. But there are some accidents we'd rather avoid, and that's because every material, every texture and every piece is crafted with care.

Keeping in tradition, we ask that you take some extra care with your new bone inlay piece so that it stays in the family for years to come. After all, the skilled artisans that hand-crafted your piece use ancient techniques handed down from Rajasthan generation to generation. These techniques involve a three-step method that starts with intricately hand-carving fragments of ethically sourced bone, which are then affixed onto a base in a mosaic-like design. To finish, resin is used to fill the space around the bone. Because of this, no two pieces are the same, but with a little love, your unique piece will remain with you for a lifetime.

CARE & MAINTENANCE

Keep your bone inlay piece in the family by following these tips:

- Dust regularly and avoid placing this beauty in direct sunlight — UV rays can cause fading and damage.
- Spills happen but be quick to remedy them. Use a soft, dry cloth to absorb liquids immediately.
- Choose your cleaning materials wisely. Don't use abrasives, caustic cleaners, waxes, and polishes on the bone inlay surfaces.
- Where possible, avoid placing your beautiful bone inlay piece near ducted heating vents, as rapid changes in temperature can cause the materials to contract and expand at an unnatural cadence.

WARRANTY CLAIMS & CONTACT

In the instance that you do experience an issue with your Fenton & Fenton piece please contact us on 1800 433 686 or hello@fentonandfenton.com.au and our Customer Care team will be in touch.

WARRANTY

Fenton & Fenton will warrant all bone inlay pieces for a period of 2 years from the purchase date. This warranty guarantees that the products will be free from faulty workmanship or materials during the original owners warranty period.

All bone inlay claims will be assessed on an individual basis, and where the piece is found to be defective, it will be repaired or replaced at our discretion free of charge during the warranty period, providing the design is still within the current range. Should the design no longer be available, a suitable equivalent replacement or refund will be supplied at the same value as the original purchase price.

Warranty claims will not be accepted for general wear and tear or misuse of the piece, such as scratching on finished surfaces, breakage resulting from excessive drawer loads, damage sustained during moving or relocating or soiling from foods and drinks.

It is also important to note that bone is a natural material, and therefore, colours will vary from piece-to-piece, as will the pigmentation in coloured resins, neither of which are considered a defect in manufacturing, but a by-product of a unique and natural piece.