Furniture warranties

healthcraft

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Furniture warranties

We warrant that Healthcraft Furniture products are free from defects in material and workmanship for the relevant specified warranty period from the date of delivery of the product to you.

General furniture – 5 years
Outdoor furniture – 3 years
Salon furniture – 2 years

LIMITATIONS - Warranties shall not apply to any product or any part of any product, which in reasonable judgment has been subjected to accident, misuse, negligent handling, alteration, modification, misapplication, or normal wear and tear – (please note Table and Dining Chair conditions below). Any modification to the product or any part of the product will void the warranty. The warranties do not cover damage deemed from excessive or prolonged exposure to sunlight or extreme temperature to elements such as wind, rain, snow, ice or other extreme weather conditions. Outdoor furniture is defined as being outdoors but under cover and not constantly in direct UV/rain. We offer a one year warranty on electrics and mechanicals on lift recliners and salon products.

The warranties shall apply to the original purchaser of the goods only and is not transferable between individuals, companies, sole traders or businesses.

You expressly acknowledge that the above warranties and Healthcraft's obligations hereunder are exclusive and in lieu of, and that you expressly waive all other warranties, verbal or written, expressed or implied, including but not limited to any warranty of merchant ability or fitness for a particular purpose. We accept no liabilities for consequential or incidental damages arising out of or in connection with the use or performance of the product or other direct or indirect damages with respect to loss of property, revenues or loss of profit. The warranty is known as a 'back to base' warranty which means that you will be responsible for the cost of returning the goods to us for assessment. If the goods are found to be covered under our warranty, then we will be responsible for the cost of returning the goods to you. If the goods are found to not be covered under our warranty, then we will provide you with a quote to repair or replace the goods and you will be responsible for all return freight costs to you.

FABRICS – Fabric manufacturers warranties are generally from 3 – 12 months
TABLES – Please note that tables are to be lifted into place and not dragged
DINING CHAIRS – Where a resident is assisted into position by a carer whilst seated on the chair, this does not constitute normal use, as despite robust corner blocks to aid rigid construction this can place unreasonable pressure on chair joints.

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