

WARRANTY AND RETURNS

Our Warranty

All products come with a 2 year warranty unless stated otherwise.

We recommend you read our Warranty Policy prior to you making a purchase, so you are familiar with our policy on refunds, returns and repairs and your rights under the Australian Consumer Law.

All goods sold in Australia come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to have the goods repaired if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Moreover, you are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

Please be advised the warranty applies to the original purchaser only (warranty is not transferable) and only for products used for reasonable domestic purposes. It excludes products used for commercial reasons.

All warranty periods start from the date of purchase.

If you are offered a replacement product as part of your warranty claim, the original warranty period still stands.

There may be circumstances where you are not entitled to a remedy.

If goods are to be returned, goods must be returned within a reasonable time and in acceptable condition. This timeframe may vary from product to product and may depend on the type of product you purchased and the price you paid.

You may be provided with an indicative repair time, which time may vary due to reasons beyond ours, or the repairer's reasonable control, such as part availability and incorrect fault description.

You may be required to pay labour, assessment and/or freight fees, such as where goods are been assessed to have been damaged by neglect, misuse or accident, or where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply. We may provide you with an indicative fee, which fee may vary due to reasons beyond our control.

Under Sapphirewood's warranty against defects, the purchaser has the right to repairs of the defective part or product only. Additional repairs will be charged

For further information about the Australian Consumer Law and consumer warranties, please visit www.consumerlaw.gov.au.

Cancellations

Sapphirewood Furniture will charge a minimum of 30% of the total order amount for any cancellations to pre-orders or special orders.

Floor Stock

During special promotions when "floor stock" becomes available for sale, it is on the condition that floor stock items are bought in "as – is" condition. You should thoroughly check and inspect all goods

you buy from the floor to ensure you are satisfied with any marks goods may have from “wear and tear”, and may be sold with limited warranty.

Floor Stock cancellations will attract an administration fee equal to 30% of the total cost of the purchase before delivery, however cancellation is not allowed once the goods are picked up or delivered.

Exclusions (subject to the Australian Consumer Law)

Subject to the Australian Consumer Law, Sapphirewood Furniture cannot be not liable for any warranty claims resulting from:

1. Unreasonable wear and tear.
2. Abuse or neglect.
3. Any unauthorised alterations.
4. Defects resulting from the use of polishes or substances warned against in the care instructions.
5. Defects resulting from furniture subjected to excessive changes in temperature or being exposed to direct sunlight.
6. Defects caused by any stress placed on furniture due to its placement on an uneven surface.
7. Movement in timber reacting to environmental conditions.
8. Fabrics and leather will fade and crease your foam and fillings will soften and form the shape of the user over time.
9. Minor stitching abnormalities that arise due to normal wear and tear that are not consistent with a defect or manufacturing fault.
10. Depending on the covering and the degree of use, the covering material, seat cushion may need regular maintenance such as pilling and fillings and suspension may need regular maintenance or be replaced periodically at the purchaser's expense.
11. Because most products are upholstered manually, sizes and weights of these products may experience minor variations of up to 5% from the sample products or from any product specifications you have been quoted in any of our stores.
12. Damage caused by spills such as acid, solvents, dyes or other corrosive materials, ink, paint, or bodily fluids.
13. Damage caused by exposing the product to the sun, extreme heat or bright light such as lamps, or otherwise caused by your acts and/or omissions.

14. Damage caused by using improper chemicals when cleaning.
15. All pet damages.
16. The cost of transporting the product to and/or from the specified place of repair or replacement for purchases made when your nearest Sapphirewood Furniture store is over 70km from place of residence.
17. Damage caused by improper use, cleaning, negligence, treatment, transportation, and storage of the products or otherwise caused by your acts and / or omissions.
18. Damaged caused through any modifications, alterations, improper assembly, tampering or products used in an abnormal manner and not for the products intended purposes.
19. Damage caused by exposing the products to the sun, extreme heat or cold, or chemicals / agents that are known to damage the finish of the product.
20. Body impressions on mattresses, sofas and chairs.
21. Damages caused by an Act of God.
22. Defects in products that are sold "As Is" which were brought to your attention on purchase.
23. Products used for commercial purposes.

The warranty against defects is not transferable. It is limited to the original purchaser specified in the original Sales Order. The warranty against defects only applies to products that are used for normal domestic purposes and as stated does excludes products used for commercial purposes.

Making a claim

To make a claim under these warranties against defects, the Purchaser:

1. Must cease using the product immediately after the defect appears
2. Must notify Sapphirewood Furniture within 7 calendar days after the issue appears
3. Make a claim using Sapphirewood Furniture claim procedures and documents

To make a claim, please contact your store of purchase. Please note it can take up to 10 business days for us to reply as we aim to give us much attention and care to every customer. We will however strive to answer each claim as quickly as possible.

To the maximum extent permitted by law, unless expressly set out in these warranties against defect, and subject to any condition, warranty or right granted or implied under the Australian Consumer Law or any other law which cannot by law be excluded by agreement, Sapphirewood Furniture has no liability to the purchaser under the warranty against defects (other than repair or replacement of the defective part or product), whether in contract, in tort (including negligence), under any statute or otherwise, for any loss or damage of any kind suffered by you or any other person in connection with the goods including, but not limited to, indirect and consequential loss.

Once a claim has been lodged your claim will be assessed, and replied to within 10 business days.

The Purchaser must bear the expense of making the claim, and in some circumstances bear the cost of all house calls, labours and other items. These will be charged to the Purchaser at standard Sapphirewood Furniture rates.

If a part or product is determined by Sapphirewood Furniture to have a manufacturing defect, Sapphirewood Furniture will, at the election of Sapphirewood Furniture, choose whether to repair or replace that part or product.

Refunds

A refund will normally be processed within 5 business days.

Contact Us

Where you have any questions or concerns relating to your order or product, please immediately contact the store of purchase, or for online purchases, please contact service@sapphirewood.com.au