

Warranty 2020

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Warranty and guarantee periods commence from delivery to site and are subject to fair wear and tear. Retention of the warranty label attached to the product will support claim authenticity when quoting the relevant N number. Orangebox warrants exclusively to the original purchaser of our products that all products (based upon a normal 8 hour working day) will be free from defects and structurally sound for a period of five years from date of manufacture. Only approved fabrics listed in our yearly price list are covered and all materials are subject to fair wear and tear in use. This is reduced to 18 months warranty for 24-hour use or 24 months warranty for 12 hour use environments. Warranty for power modules is as per the manufacturer's warranty. 2-year warranty on pod electrics.

Exceptions

- Any upholstery materials including COM, fabrics, leathers and vinyl's and or any other surface coatings will be supported by the individual supplier's explicit warranty for that product.

Exclusions

- Any damage caused during onward freight or improper storage of the product, or damage caused by accident, and normal wear and tear
- Any abuse, misuse, accident or improper use by the customer including sitting/standing on tables or in-appropriate handling when moving products.
- Any products or components not installed or reconfigured correctly following Orangebox instructions.
 - Colour variations - while every effort is made to ensure parity of colour, the company cannot guarantee an exact colour match on any painted metal finish or wood, or guarantee against commercial variance in fabrics, especially on repeat orders.
 - Natural product changes - changes due to aging or exposure to light and naturally occurring markings, scarring and wrinkles in leather.
 - Unapproved modifications to the products carried out by the customer or dealer.
 - Products distributed outside the seller's territory without prior permission from Orangebox.

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