

# THOMAS BRAMWELL OUTDOOR LIVING

Designers of Innovative Outdoor Furniture Solutions

## Terms & Conditions

### Conditions Of Warranty

1. The warranty starts from the date of purchase
2. THOMAS BRAMWELL requires proof of purchase.
3. THOMAS BRAMWELL must be notified of any defect and given the opportunity to remedy it; any remedial work carried out by a third party will invalidate any warranty.
4. The product has not been misused or handled carelessly and has not been wilfully damaged, neglected or used in abnormal conditions.
5. The product has not been modified, altered or transformed in any way.
6. The cost of transportation of goods to be repaired or exchanged is covered for mainland UK only and only for the first year.
7. Appropriate maintenance must be carried out in accordance with Thomas Bramwell care instructions.
8. Thomas Bramwell will not be responsible for any defects due to the application of any treatment product other than Thomas Bramwell recommended products.
9. The warranty does not apply to usual wear and tear, meaning dents or scratches or normal deterioration that is received by regular use. It does not cover any deterioration due to the usual weathering process such as fading, cracking and splitting.
10. If a product has to be replaced and that particular product is no longer available Thomas Bramwell reserve the right to use an alternative similar product.
11. The inherent fading of products under sunlight and seasonal weather conditions is excluded from the extended warranty, and is thereby covered with a standard statutory warranty. This exclusion applies to both natural wood products and synthetic materials.
12. **Your statutory rights are unaffected.** The products are warranted to be free from defects in material and workmanship that affects their suitability for use for the periods indicated from date of first purchase. This warranty applies to normal conditions of use and maintenance.
13. All claims by the customer will be subject to scrutiny and inspection by our own experts. This warranty is limited to products being used in the manner in which they were originally intended and will not cover damages resulting

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from normal wear and tear, misuse, damages in shipping, failure to follow instructions, unauthorized repair or alterations, fire, flood, weather etc. For example, chairs should be used for sitting only and leaning back on the two back legs is considered hazardous. Damages arising from such use are therefore not covered. Tables should be used as designed and are not for standing or sitting on.

14. EXCLUSIONS: This warranty does not apply to faults or imperfections resulting from the passage of time or normal wear and tear. Circumstances not covered by this warranty include, but are not limited to, damage arising from insufficient care, or from non-compliance with the supplied instructions and advice for receiving, assembling, using, maintaining and storing Thomas Bramwell furniture; general wear and tear or natural fading of the materials used; corrosion originating from scratches or abrasions that result from general wear and tear, or which cannot be repaired with touch-up paint; any changes in wood texture and the visual appearance of wood that are directly linked to aging; the fading or change in shade of colours, cracks, scratches or small chips resulting from use, etc. Sling and fabric materials can be damaged and cut by harsh materials, rivets etc., on clothing.
15. Finishes on products are not warranted as the life and performance of the product is greatly determined by care as well as the environment in which it is used. In case of complaint, contact our representative immediately or contact our Head Office directly.
16. Any defects must be reported with supporting photos to Thomas Bramwell
17. If the product is checked and is found to be flawed due purely to manufacturing faults, Transport damages, or damages during installation Thomas Bramwell will decide whether the product should be repaired or exchanged.

BESPOKE orders cannot be refunded if cancelled. Delays to bespoke items which are caused by manufacturing delays, materials not in stock, Transport delays are not the responsibility of Thomas Bramwell

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