

## Our Warranty Promise

Thank you for choosing our furniture. We're committed to providing high-quality products that you can enjoy for years. This warranty explains what's covered, what's not, and how you can keep your furniture in great condition.

### Commercial Furniture Warranty Coverage

All our furniture is covered against **manufacturing defects in materials and workmanship** for **12 months** from the date of purchase, unless otherwise specified.

#### What's Covered

Structural faults and defects caused by the manufacturing process.

#### What's Not Covered

- Claims over the 12 months since purchase.
- Normal wear and tear.
- Damage caused by misuse, accidents, improper use, or unauthorized modifications.
- Damage caused by environmental exposure (weather, moisture, plant residue, or coastal/salty conditions), including any rust, corrosion, pitting, or material breakdown.
- Failure to follow care and maintenance guidelines.

#### Your Responsibilities

To keep your warranty valid, please:

- **Follow all guidance in our Care & Maintenance Guide.** You can find the Care & Maintenance Guide at [www.eclipsefurniture.co.uk/care-maintenance/](http://www.eclipsefurniture.co.uk/care-maintenance/) or request a copy from our Customer Service team.
- **Conduct Regular Inspections and Reporting:** Carry out a visual inspection and tighten all fixings every month. Record the date and findings and report any issues within 2 working days.
- **Maintenance Compliance:** Apply a suitable wood preservative to outdoor wooden furniture **at least every 6 months** (no less than twice a year).
- **Protect Outdoor Furniture and Cushions:** Shield outdoor furniture from harsh weather and always keep cushions protected from rain.

#### Why This Matters

Regular care and inspections help prevent damage and ensure your warranty remains valid. Failure to follow these guidelines will result in the warranty being void.

#### How to Make a Claim

If you believe your furniture has a manufacturing fault:

- Contact our Customer Success team at [customersuccess@eclipsefurniture.co.uk](mailto:customersuccess@eclipsefurniture.co.uk).
- Provide the order number the goods were purchased on and photos/videos of the issue.
- Keep records of inspections and maintenance as this may be requested during the claim process.
- We'll review your claim and, if approved, arrange a repair, replacement, or refund.
- We aim to resolve all approved claims within 14 working days. Please note that bespoke items may take longer to process due to their custom nature.

A little care goes a long way - your furniture will look beautiful and last longer when maintained properly.