



Teal NHS Warranty Statement

May 2017

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What our NHS Warranty covers

Teal is committed to making your relationship with us straightforward, simple and as easy as possible, that's why our furniture comes with a **SEVEN year comprehensive warranty** covering parts and labour from the date of delivery. This warranty covers defective materials and manufacture. The warranty does not cover normal fair wear and tear

During this period, furniture covered by the warranty will be repaired or have parts replaced **FREE OF CHARGE** provided that:

- The product is returned to Teal within the warranty period
- There is no evidence of Misuse or Neglect
- Any repairs have not been carried out or attempted other than by Teal approved personnel
- No identification labels have been removed or amended
- No control boxes have been opened

There are a few **EXCLUSIONS** which are not covered by the warranty. The above statement does not apply to the following products or components which only carry a **TWO year warranty**:

- Castors or wheels
- Actuators or gas struts
- Recliner mechanisms and cables (both manual and electric)
- Drawer runners and locks (RFID locks and batteries only one year)
- Batteries, lamps and electrical cables

FABRICS are covered for **FIVE** years normal use and where they have been cleaned and cared for properly in line with the fabric manufacturers' care statement and our cleaning guide. Fabrics are not covered in any event as a result of :

- Piercing, soiling, fading, or colour transmission from clothing (Jeans)

You may wish to take out a preventative servicing plan to enhance the above warranty and safeguard your valuable investment