

# APAC Orangebox Warranty 2024

**This warranty applies to Orangebox products manufactured in Asia Pacific. Products imported from Orangebox UK will follow Orangebox UK warranty.**

## **Meeting & soft seating products - Away From The Desk/Cwtch/Cubb table/Border**

Warranty and guarantee periods commence from delivery to site and are subject to fair wear and tear. Orangebox warrants exclusively to the original purchaser of our products that all products will be free from defects and structurally sound for a period of 8 years. The warranty is valid from the date of delivery, regardless of shift usage, to the original End User and is nontransferable. Only approved fabrics listed in our catalogue are covered and all materials are subject to fair wear and tear in use.

## **Architectural products - On The QT/Be My Guest**

- Orangebox architectural products are provided with a 5-year structural warranty, and subject to the products being installed and reconfigured using Orangebox certified installers only.
- Orangebox electrical components are provided with a 2-year warranty, and subject to the pods being installed and reconfigured using Orangebox certified installers and our terms and conditions.

## **Exceptions**

- Any upholstery materials including COM, fabrics, leathers and vinyl 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 inappropriate 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.

**THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECTS AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ORANGEBOX SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.**

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## COM - Customers own Material

Not all fabrics are suitable for use on our products regardless of if it is a customer own material or if it is just outside our standard offer. COM would need to be raised for either circumstance. This would start with an inspection to ensure that the material composition is within our standard. If suitable then the fabric would be tested on a product. If a range of products has been ordered the worst case product will always be tested. When applying non-plain fabrics requiring hand cutting to products, additional material may be required dependant on the fabric and pattern repeat.

## Colour

Fabric manufacturers state that variations in colour shade may occur from batch to batch and any shading differences will be within normal commercial tolerances. It is recommended that for follow orders, a sample of fabric is used to compare against the colour shades of previously purchased upholstered product. Please note: Where a product's upholstery has not been cleaned regularly, using the recommended procedure as supplied by the fabric manufacturer, the colour shade of the fabric may darken or discolour and the fabric warranty will be null and void. Some fabric treatments, such as Zirpro Fire Retardancy treatment, may affect the fabric, and depending on the material make up the fabric, the original colour shade may exhibit a pink or reddish hue. Scotchgard stain repellent treatment may also cause issue, either as a standalone treatment, or as a result of adding the Scotchgard treatment to fabric that has been treated with fire retardant.

## Dimensions

All dimensions are for information only and are open to manufacturing tolerance variations. Orangebox cannot be held accountable for any errors that occur as a result of interpretation of these dimensions.

## Colour Variations

Whilst 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.

## Care of Wood Finishes

Avoid the use of over wet cloths as this can stain and damage the wood. The cloth needs to be slightly damp only. Dust all frames and wood surfaces regularly using a soft lint free cloth, but under no circumstances should a silicon polish or wax be used as these may damage the finish and prevent the furniture from being refinished. Always use a protective mat when placing anything wet or hot on top of a wood surface. If water or other liquid is spilled on the wood use a blotting, rather than wiping action, with a soft cloth to remove and dry. Lift and place hard items instead of sliding across wood surfaces.

## Care of Fabric Upholstery

Regular vacuum cleaning is recommended. Please refer to individual manufacturers cleaning guidelines.

## Care of Leather Upholstery

Wipe with a slightly damp cloth and gently rub dry. A good proprietary hide food should be applied at least once a year, and more often if the leather is in a dry atmosphere or close to a heat source.

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## Care of Melamines/Laminates

In most cases, you only need to use a clean, damp, non-abrasive cotton cloth, and a mild liquid detergent or household cleaner. Rinse with clean water. Do not flood the laminate, especially near seams, as water can penetrate and cause substrate to swell. Dry the surface with a soft, clean, non- abrasive cotton cloth.

## Care of Nylon parts

Wipe with a damp cloth periodically.

## Care of Aluminum and Steel

These will be chrome plated or powder coated and you should clean this with a damp cloth and buff up with a dry cloth. For chromium plated finishes, stains (coffee etc) can be removed using a metal cleaner, we would not recommend the use of an abrasive cleaning agent.

## Continuous Improvement

The company reserves the right to make without notice, any changes in materials, specifications or design of the goods which having regard to all circumstances it considers to be reasonable or desirable but which do not affect the operational requirements of the goods, such changes shall not affect the validity of the contract.

Although every reasonable precaution will be taken to ensure accuracy of such information, all descriptive matter, colour, dimensions and other documentation supplied by the company and contained within this publication are approximate only and are intended merely to describe generally the goods. They are not, unless it is expressly so stated in the contract, deemed to form any part or parts of the contract of sale and are not regarded to be as a warranty or representation. Every effort will be made by the company to match colour and materials, the company cannot guarantee that no variation in such colour or materials may occur.

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