

Warranty 2022

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 hours working day) will be free from defect and structurally sound for a period of five years from the date of delivery to site. This is reduced to 18months warranty for 24-hour use or 24 months warranty for 12-hour use environments. Our warranty covers all parts, please refer to exceptions and exclusions below. All service parts carry a 1-year warranty, 2-year warranty on pod electrics. All power modules are subject to the independent power manufacturer's warranty, details of which are available on request

Exceptions

- Any upholstery materials including COM fabrics, leathers, and vinyl's, and, or any other surface coatings will be supported by the explicit warranty for that products.
- Where UK based dealers distribute products outside of the UK without prior written agreement by Orangebox.
- Where product is installed by a non-authorised team on specific products, Orangebox installation is mandatory.

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 or 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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