



## 12 MONTH PRODUCT WARRANTY

Thank you for purchasing one of our quality Royalcraft products.

This product has a warranty period as outlined below. The product is designed for domestic use and the warranty does not apply for commercial applications.

**Warranty conditions:** The warranty periods apply from the first date of purchase of the product and any claim under this warranty must be made within 12 months. To obtain warranty service, the original proof of purchase will be required.

The warranty covers defects in materials and workmanship and excludes where a defect is caused by misuse, poor storage or unauthorised repair of the product.

This warranty is provided in addition to other consumer rights and does not replace them. You should always contact your retailer or point of purchase in the first instance.

To obtain service under the warranty, please contact our customer care centre using the details shown below. Please contact:

[customer\\_service@royalcraft.co.uk](mailto:customer_service@royalcraft.co.uk)

[www.royalcraft.co.uk/contact-us/](http://www.royalcraft.co.uk/contact-us/)

Royalcraft, Mir House, Taylors Lane, Oldbury. B69 2BN

**Warranty Exclusions:** Fading due to weather exposure or damage to the frame and fabric through accident, misuse or negligence.

**Caution:** do not stand on your garden furniture.

**Storage:** Please store cushions when not in use. Cushions supplied are shower proof only and should not be left outside or stored in damp conditions.



# PRODUCT WARRANTY

A manufacturer's guarantee doesn't replace these rights

In summary

You have the right to reject your item and get a refund within 30 days of purchase.

You could also ask the retailer to repair or replace your item within six months of purchase.

Your rights against the retailer can last for up to six years, but after the first six months the onus is on you to prove a fault was present at the time of purchase.

You can also use your guarantee or warranty if your product develops a fault.

The rules also include digital content in this definition. So all products - whether physical or digital - must meet the following standards:

**Satisfactory quality** Goods shouldn't be faulty or damaged when you receive them. You should ask yourself what a reasonable person would consider satisfactory for the goods in question. For example, bargain-bucket products won't be held to as high standards as luxury goods.

**Fit for purpose** The goods should be fit for the purpose they are supplied for, as well as any specific purpose you made known to the retailer before you agreed to buy the goods.

**As described** The goods supplied must match any description given to you, or any models or samples shown to you at the time of purchase.

Many products, such as electrical goods, are sold with a manufacturer's guarantee (or warranty), often for a year.

Guarantees are a contract between you and the manufacturer, and the manufacturer must do whatever it says it will do in the guarantee.

Usually this will be to repair or replace a faulty item. Retailers will sometimes contact the manufacturer on your behalf, but they are not obliged to do so.

However, you still have rights under the Consumer Rights Act or Sale of Goods Act, even if your guarantee has expired. A manufacturer's guarantee doesn't replace these rights, and retailers can't ignore this.

It will depend on the product and the fault, but you could be legally entitled to a free repair or, in some cases, a replacement by the retailer for some time after the manufacturer's guarantee has expired.

Warranties and guarantees add to your legal rights. Each one is different, but they tend to be useful if:

- something's gone wrong after the first 6 months and you want a repair or replacement - it's tricky to do this as you may have to prove you didn't cause the problem
- you bought an item abroad and the manufacturer is based in the UK
- a trader's gone out of business and there's a problem with the goods or service they provided

Consider using your legal rights instead

It may be easier to get your money back, a repair or replacement without using your warranty or guarantee

The warranty periods apply from the first date of purchase of the product. To obtain warranty service, the original proof of purchase will be required and the serial number affixed to the product must be complete and undamaged.

The warranty covers defects in materials and workmanship. The warranty may not apply to consumable items included with or in the product, which may have a reduced or no warranty period.

The warranty card and warranty information included with the product will state specific exclusions to the warranty (e.g. where a defect is caused by misuse or unauthorised repair of the product)

which must be checked before requesting service under the warranty.

To obtain service under the warranty, please contact our customer care centre using the details shown below.