

Warranty

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Jardan products are designed and made to last a lifetime. If an issue does arise, we're here to help with extensive structural warranties on all products and a national service network. We ensure the quality of our design and workmanship in our products will provide a lifetime of enjoyment when they have been carefully maintained and subject to their intended use. Floor Stock, Online Sale, Sample, Prototype & Factory Sale pieces are covered by our standard structural warranty only.

Upholstered Furniture 10 Years

A 10-year warranty covers the structural integrity of all of our upholstered sofas, armchairs and beds. The warranty specifically relates to frames, suspension and support, it ensures your purchase is free of defective workmanship in furniture that is subject to normal application and has been carefully maintained and sensibly used. Fabric and Leather coverings on upholstered furniture are subject to a 1-year warranty as per details below.

Chairs, Tables and Storage 5 Years

A 5-year warranty covers the structural integrity of dining chairs, tables, desks and storage. Environmental conditions and temperatures exceeding the norm, can affect the performance and appearance of your furniture, causing changes such as shrinkage, expansion, bowing, splitting, cracking and colour change, which cannot be warranted. These conditions include direct sunlight or exposure to heat sources such as underfloor heating, vents, fireplaces and wall heaters. As our finishes are subject to everyday wear and tear, they cannot be warranted. Fabric and Leather coverings on upholstered chairs are subject to a 1-year warranty as per details below.

Steel 5 Year

A 5-year warranty covers the structural integrity of steel products. This does not include the powdercoated finish.

Rattan 1 Year

A 1-year warranty covers any manufacturing defect only. Breakage or disintegration of the rattan as a result of spills, fluids or exposure to sunlight is not covered under this warranty.

Powder-coated Finish 1 Year

A 1-year warranty covers the structural integrity of powdercoated products for indoor & outdoor settings. Jardan does not warrant powdercoat finishes against scratching, scuffing, chipping, fading or corrosion for both indoor & outdoor use. If using outdoor it is recommended that all products are kept in undercover areas. Powdercoated products exposed to extreme weather conditions, such as harsh seafront locations, pool areas & UV fading, are not warranted by Jardan.

Fabric and Leather 1 Year

A 1-year warranty covers all Jardan fabrics, leathers and zips against manufacturing faults. We do not warrant COM (customers own material). Environmental conditions, including direct sunlight, can affect the performance and appearance of your fabric and leather, and cannot be warranted.

Inserts 5 Years

A 5-year warranty covers any manufacturing defects for inserts. It does not include compressed feather or foam as this is considered normal wear.

Bronze 1 Year

A 1-year warranty covers any structural defect. Our bronze products have a lacquer finish that helps protect the table from tarnishing, but if the lacquer layer is broken the brass will tarnish and this is not covered by our warranty. We do not cover any marks caused by moisture or oil.

Marble and Travertine 1 Year

A 1-year warranty covers the structural integrity of stone products. Scratches, marks, chips and cracks are not covered by our warranty. As the surface is porous, any liquid or food marks should be immediately wiped off to prevent marks and cracks from forming.

Mechanisms 1 Year

A 1-year warranty applies to mechanisms including gas lifts and swivels.

Lights and Lamps 1 Year

A 1-year warranty applies to the malfunction of an electrical component which occurs under normal use.

Product Stewardship Agreement

Jardan accepts returns at the end of product life on the following conditions: all returns are agreed to by us in advance and are delivered at the customer's expense, returns are free of any contaminants including coatings, adhesives or paint finishes and have not been re-upholstered. Returns not meeting this criterion may be returned to the customer at their expense.

Where practicable Jardan will re-purpose the product as a whole or through disassembly. Timber parts may be used for making smaller components and foam can be returned to our supplier to be recycled into reconstituted foam. Our mission is to try and completely eliminate all waste product.

Terms and Conditions

The benefits given to You by this warranty are in addition to other rights and remedies You have under law in relation to the Goods or Services to which this Warranty relates. Our Goods come with guarantees that cannot be excluded under the Australian consumer Law.

You may be entitled to have the Goods repaired or replaced if the Goods fail to comply with Jardan's quality and design standards, and the failure does not amount to a major failure. We will not be liable for any claim for breach of any warranty given under these warranty terms unless You satisfy us that You have strictly complied with any of Our instructions relating to the relevant Goods.

You must; (a) notify Us in writing of Goods or services failed to comply with the relevant Warrantees detailed above within 24 hours of the delivery of the relevant Goods or if after delivery within the Warranty period; and (b) provide photos accompanied with a written comment of the alleged fault or defect to facilitate the claim process; and (c) preserve as far as possible for Our inspection, Goods that are alleged not to comply with the relevant warrantees. We will; (d) Confirm receipt of Your notice within (3) business days; and (e) investigate the alleged fault. This investigation may include inspecting the photos and comment provided by You, contacting You for further details on inspecting the item in question; and (f) Notify You in writing stating whether We accept or reject Your claim within 14 days. If We find a claim to be valid, We will at Our option, repair, replace or reimburse You for the costs of the Goods in accordance with these Terms and any applicable Australian consumer law. If an inspection is required to determine the nature and cause of the issue, this will be conducted by a representative of Ours at a mutually convenient time.