

Guarantee

Allwood Living manufactures quality furniture and kitchens that is guaranteed to last. By ensuring the use of quality materials and skilled craftsmen, we confidently offer an industry leading lifetime guarantee on all furniture and kitchens. This guarantee is your personal assurance that you are buying a product that is amongst the best available and will enhance your home for many years.

Our comprehensive guarantee includes:

- All materials used are sourced from reputable suppliers. All timbers are select grade (unless otherwise requested), veneers are all of the highest standard and are finished on high moisture resistant E0 board and all accessories like hinges, handles and drawer runners will last our lifetime term if used as intended.
- All surface coatings are amongst the best Australia has to offer and with proper care they will retain their original appearance and appeal for many years to come. **Surface coatings are not water proof and care should be taken with the amount of water that is used on them.** This is extremely important in kitchen applications.
- The structural durability of our furniture is amongst the best. All joins utilise a highly durable joining system for a quality, invisible finish and will retain there strength for decades. Our assembly procedure and adhesives used exceeds industry standards and has been tested to ensure its quality and long term durability.
- Laminates and melamine are not finished with our quality surface coatings and are therefore not covered. They often wear faster then 2 pack finished surfaces and are therefore not recommended for most applications.

- With good care your furniture will be a practical and stylish part of your house. Wear and tear damage can occur and a repair service is available, but does incur costs. Although quality surface coatings are used, scratches can occur, as well as dents and chips if not adequately cared for. Used carefully and for its intended purpose, issues like this should be easily avoided.
- Our lifetime furniture guarantee excludes electrical components. While every effort is made to ensure quality components are used, electrical parts are subject to wear and can not be covered for life. They are backed up with a 1 year period, but provided careful use should never cause any problems.
- As part of our guarantee, the use of Spray Glow for lacquer finishes and Spray Cleaner for oil finishes is required. This will protect the surface and ensure it remains in excellent condition to prevent any damage that could occur to the material underneath. It also enables a trouble free re coating process if required. Please refer to our Furniture Care brochure for further information.
- Our lifetime guarantee is limited to residential use and does not extend to commercial situations. While still ensuring the highest standards, commercial use is a lot different and usually involves multiple users. At times, we are requested to make designs that can not be guaranteed. This is explained to each customer directly and any issues are noted on your invoice. Sometimes this results in exclusions to our lifetime guarantee.
- Ensuring that the highest quality standards are maintained with strict quality control guidelines, every piece is inspected before delivery to ensure our high standard is reflected.
- Our lifetime guarantee covers all furniture made from January 1st 2009. All furniture made before this time is guaranteed for a 10 year period. Our lifetime guarantee on kitchens applies from January 1st 2015.

In short, you will have your furniture last for life in every way or we will repair or replace it.