



Warranty

Kett products have comprehensive warranties to ensure you're covered.

Indoor & Outdoor

- _ Upholstered Furniture
- _ Chairs, Tables and Storage
- _ Outdoor Furniture
- _ Fabric & Leather
- _ Terms & Conditions

Indoor Upholstered Furniture _10 Years

Structural elements of products, in particular, framing and supports are covered for 10 years where products are maintained as per the Kett Care & Maintenance guide and used in the application or environment which the product is intended.

Indoor Chairs, Tables & Storage _5 Years

Structural elements of dining chairs, tables and storage are covered for 5 years. Varied environmental conditions may impact on the performance and appearance of the product. Expansion, opening, bowing, splitting, contraction and colour variation may occur which is not covered by warranty. Wear and tear can vary depending on application.

Indoor Fabric and Leather _1 Year

Kett offer a 1 year warranty on manufacturing faults. Customer provided materials are not covered.

Outdoor Furniture _3 Years

Structural warranty of 3 years for outdoor furniture, inclusive of cushions. Non structural corrosion; powder coat scratching, scuffing, chipping, fading and corrosion outside of intended use are not covered. Minor expansion, opening, bowing, splitting, contraction and colour variation of timber may occur which is not covered by warranty.

Where possible, keep outdoor products undercover, wear and tear can vary depending on application. Avoid exposure to extreme weather conditions which may void your warranty claim.

Terms & conditions

The benefits of this warranty are in addition to other rights you have under law. Our goods come with guarantees that cannot be excluded under the Australian consumer Law. You are entitled to a replacement or refund for major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality 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.

1. You must; (a) notify us in writing of goods or services failed to comply with the relevant warranties detailed above within seven (7) days of the delivery of the relevant goods; 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 warranties. 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. The warranty covers the cost involved in the repair but excludes any transport or freight costs associated with the claim.

Make a claim

Please visit your local Cosh Living store or email the below address to make a claim. Delivery location for return goods to be supplied upon enquiry.

Contact

enquiries@coshliving.com.au