

# WARRANTY GUIDE

**for furniture & materials**



# Warranties







FURNITURE SOLUTIONS

# CARE & MAINTENANCE GUIDE

## LEVEL WARRANTY

### **2 YEAR LIMITED WARRANTY**

LEVEL GROUP warrants to you, the original purchaser, all products for the period of 2 years from the date of purchase, to be free of manufacturer defects. This Limited Warranty is given only to the original purchaser, subject to all the terms and conditions below. This Limited Warranty is non-transferrable:

### **MODIFICATIONS TO THE PRODUCTS**

This Limited Warranty does not apply to any products that have been altered by any person, dealer or company without the express written authorisation of LEVEL GROUP.

### **ALL PRODUCTS**

This Limited warranty does not apply to the merchandise that was, at any time, used as a floor sample or display model. All warranties, whether express or implied, cover only normal usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damage not arranged by LEVEL GROUP, nor any condition resulting from incorrect installation, inadequate maintenance, cleaning or care.

### **CLAIM PROCEDURE**

If a problem should arise that you feel is covered by this Limited Warranty, contact LEVEL GROUP by phone or email referencing the relevant invoice number or your purchase order number and photographic evidence of said problem/s. LEVEL GROUP reserves the right to require defective parts to be returned upon request.

### **DISCLAIMER**

All items stained, painted or powder-coated black may show signs of wear and tear early on. This is considered normal wear and tear and needs to be considered before ordering. Solid wood is a natural product with natural and imperfect characteristics. Wood grains and stain tones will vary from each batch to another based on grain pattern and wood density. Although every effort is made to match these very different components as closely as possible, they will, from time to time not match perfectly.

No other express warranty has been made or will be made on behalf of Level Group

with respect to the furniture and its parts, or operation, repair, or replacement of the furniture and its parts. Furthermore, no representative of Level Group or its distributors or dealers is authorised to make any changes or modifications to this limited warranty. In no event shall Level Group be responsible for consequential or incidental damages such as loss of use, installation charges, re-installation charges, demolition charges, storage charges, inconvenience, loss or damage to personal property, whether indirect or direct, and whether arising in contract or tort. In no event shall Level Group's responsibility exceed the purchase price of the product or its replacement.

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## TON WARRANTY

TON products have a 5-year warranty.

TON trust their colleagues who draw on the woodworking experience that has been handed down since 1861 here in Bystrice pod Hostýnem.

TON trust their suppliers and their wood from local Czech and Slovak forests, always PEFC-certified. TON trust their development and technology departments and designers, who have worked for several years on the introduction of our new products.

All of this results in a product that not only passes demanding strength tests with flying colours but will also prove its worth in homes, restaurants and public interiors over generations.

TON are so confident of its quality that they now offer you a 5-year guarantee.

Products with a cane weave come with a two-year guarantee. Your sales representative will be happy to provide you with more detailed information.

