

Frescher Furniture – Manufacturer’s Warranty

1. Acceptance of Terms

By accessing the Frescher Furniture website and/or purchasing any Frescher Furniture product, you acknowledge that you have read, understood, and agreed to the terms and conditions of this Manufacturer’s Warranty.

2. Warranty Period

Frescher Furniture warrants that its products will be free from defects in materials and workmanship for a period of two (2) years from the date of manufacture, subject to the terms and exclusions set out below.

3. Scope of Warranty

This warranty applies only where products:

- Are used for their intended purpose; and
- Are used, handled, and maintained in a reasonable and considerate manner under normal conditions.

4. Exclusions

This warranty does not cover defects, damage, or failure resulting from or related to:

- Misuse, abuse, negligence, or improper handling
- Exposure to extreme environmental conditions, including excessive heat, cold, humidity, or prolonged direct sunlight
- Scratches, burns, stains, or surface damage
- Use of inappropriate, abrasive, or chemical cleaning products
- Damage occurring during freight, transport, or handling after dispatch
- Normal wear and tear associated with regular use
- Unauthorised repairs, alterations, or modifications

5. Assessment and Remedies

Frescher Furniture reserves the right to assess and determine whether a claimed issue constitutes a manufacturing defect covered by this warranty. Where a valid claim is accepted, Frescher Furniture may, at its discretion:

- Repair the product; or
- Replace the product (or a comparable product if the original is no longer available).

This warranty does not provide for refunds or other remedies except as required by law.

6. Solid Timber Characteristics and Care

Frescher Furniture products are manufactured using natural solid timber. Timber is a natural material and may display variations in grain, colour, and texture, as well as minor movement over time due to environmental conditions. These characteristics are inherent to solid timber and are not considered defects under this warranty.

Care instructions:

- Dust with a clean, soft cloth
- Clean spills promptly using a lightly dampened cloth
- Do not use chemicals, detergents, or abrasive cleaners

Repairs to finished surfaces or electrical components must not be attempted without professional advice. Damage resulting from unauthorised repairs is excluded from this warranty.

7. Australian Consumer Law

This Manufacturer's Warranty is provided in addition to your rights and remedies under the Australian Consumer Law and does not exclude, restrict, or modify those rights.

8. Limitation

To the maximum extent permitted by law, Frescher Furniture's liability under this warranty is limited to the remedies expressly stated above.

Frescher Furniture – Returns and Refunds Policy

Because we hand-make your customised Frescher lamp to order, we are not able to offer refunds or returns except where covered by our Warranty.

Please choose your lamp and options carefully. We are happy to answer any questions you may have. If you want to make a change to your order, it may be possible depending on how far advanced we are in building your lamp. Frescher Furniture makes no guarantee that we will be able to accommodate any changes requested.

If you are not happy with the product that you have received, please contact us and discuss the issue directly. We will do our very best to resolve any issues and work with you to find a solution.

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