



**Mark Williamson Furniture**

## **Mark Williamson Furniture Guarantee and Care Instructions**

At Mark Williamson Furniture, we work to exceptional standards and use only high quality materials, fixtures and fittings to create bespoke furniture which is intended to last you a lifetime. Mark Williamson Furniture (the company) therefore offers a lifetime guarantee to the purchaser (named below) on the workmanship of its cabinetry and in the unlikely event that the structure should fail, we will repair or replace any items to resolve the problem at our cost. Once the furniture has been delivered and/or fitted, we require you to check the furniture for any defects before we leave, which exclude natural flaws in the grain of the wood.

This guarantee will be invalidated if the purchaser below has not provided a copy of their guarantee and proper care procedures have not been carried out as outlined below. All ironmongery is guaranteed for 10 years.

### **Our Guarantee does not include:**

General wear and tear; damage due to abuse, alteration, adaption including removal of any part of the fixings; damage due to the incorrect use of the cabinetry and any consequential damage to the surrounding area; damage due to overloading or incorrect loading of drawers, shelves, rails, etc.; deliberate, accidental or forceful damage to any part of the cabinetry or the fixings; damage to the mirror glass; damage including rusting or corrosion due to unreasonable exposure to moisture or warping due to excessive exposure to heat; the cracking of wood due to extreme changes in room humidity or from a direct heat source including air conditioning and radiators; failure to a cabinet caused by boring insects or other animals; damage caused by incorrect cleaning methods or from the use of incorrect products including any staining, dye transfer from non-colourfast plastics, fabrics and clothing (including denim and throws), damage or de-lamination of the product or finish caused as a result of contamination through contact with hair, body or any cosmetic products; damage to paintwork including chips, burns or abrasion.

### **Please note:**

Consistent with meeting its obligations under this guarantee, Mark Williamson Furniture reserves the right to undertake the least cost option to itself in rectifying or repairing the broken part. Money back or refunds are not covered by this guarantee. If goods are exchanged, the goods that are deemed faulty revert to the ownership of



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Mark Williamson Furniture. The amount of any claim under the guarantee shall be limited to the original purchase price paid for the unsatisfactory merchandise. All carriage costs related to any claim under this guarantee are to be met by the original purchaser.

**Care Instructions:**

Wood is a natural product and it may move during its lifetime. All timbers can alter slightly when exposed to light; some tend to darken and some may lighten. Consequently, the position of ornaments or other objects left on surfaces should be changed regularly to avoid patches becoming noticeable and this is especially important during the first year. Avoid extreme changes in room humidity and never place a piece of furniture directly next to a heat source or in direct sunlight. Remove any spillages immediately.

Most modern furniture is finished with a hard wearing lacquer, paint or oil finish to give protection. For best cleaning results first use a soft, clean damp cloth then buff with a soft, clean dry cloth. Never use polishes, solvents or abrasive cleaners as these can damage the finish. To maintain a protective oil finish, it is advisable to re-oil every 6 months using a clean rag to wipe on the oil and a clean rag to wipe off the excess. Mark Williamson Furniture can advise on which oil to use and supply it if required.

For any further advice, please contact Mark Williamson Furniture on 01296 706030.

**Please sign both copies: retain one copy for your reference and return the other copy to Mark Williamson Furniture**

Purchaser(s):

Commission:

Address:

Date received:

Purchaser(s) signature.....