

Global Warranty Statement

All products sold by Spacestor are backed by our 7-year warranty, except as limited or described below.

5 years*

Upholstered products

2 years

Moving parts (Hinges, handles, runners, locks, motors, fans, electronic controls and mechanisms, mechanical and electronic lift/movement mechanisms etc)

1 year

Light ballasts, bulbs and power supplies

*based on 8-hour use environment. Reduces to 2 years in 16-hour use environments and one year in 24-hour use environments

Spacestor warrants the products sold by it to be free from defects in material and workmanship for the warranty periods specified. During the applicable warranty period, Spacestor will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty, which fails under normal use as a result of a defect in material or workmanship.

Spacestor will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire new product from Spacestor, or its authorised resellers.

Any product, part, or component must have been used according to Spacestor's published instructions and installed and maintained by a Spacestor-trained technician or an authorised installer. Any misuse, abuse, or modification to the original product voids the warranty.

The warranty period starts from the date of purchase.

Spacestor does not warrant:

- natural variations in wood grain or figure or the presence of character marks
- changes in surface finishes, including colour fastness, due to aging, exposure to light or direct sunlight
- marks, scars, or wrinkles occurring naturally in leather
- failure resulting from normal wear and tear
- pilling of textiles
- matching of colours, grains, or textures of natural materials
- colour fastness or the matching of colours of textiles or surface finishes, including an exact match to cuttings, samples, or swatch cards
- damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp objects or imprinting from writing instruments
- changes in the decibel level of motors or mechanisms utilised in height-adjustable products
- damage or marking of materials or abrading of textiles over time caused by sharp or foreign objects
- discolouration of textiles and surface materials due to soiling, stains, or dye transfer from clothing, including denim
- Operational wear and tear of wheels or upholstery materials or foam deformations. Wrinkling or creasing of upholstered surfaces
- Customer's Own Material (COM), non-standard fabrics and other customer-supplied items
- products that are exposed to extreme environmental conditions or that have been subject to improper storage

SPACESTOR SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES

For more information, please visit spacestor.com

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