WARRANTY POLICY

ezfurn
furniture made easy.

Terms and Conditions

The following terms and conditions apply to our product warranty policy.

1.WARRANTY COVERAGE

- Products are covered under a **5-year, 3-year, 2-year, or 12-month warranty period,** depending on the item. Warranty periods are clearly stated on product listings or invoices.
- The warranty period begins on the date of original purchase.
- This warranty applies only to the original purchaser and is not transferable.

2. WHAT THE WARRANTY COVERS

- **Manufacturing defects** – including faults in materials or workmanship.
- **Structural defects** – in frames, bases, and other components under normal commercial use.
- **Repairs or replacements** – carried out under warranty at no cost for parts and labour (see freight terms below).

3. FREIGHT COSTS FOR WARRANTY CLAIMS

- For warranty claims lodged within **12 months of purchase,** ezfurn will cover reasonable return freight costs.
- After 12 months, freight and handling costs are the responsibility of the customer.

4. WARRANTY EXCLUSIONS

- **Altered or misused furniture** – including items that have been damaged, converted, modified, or not used as intended.
- **Improper care or storage** – damage resulting from insufficient care or failure to follow ezfurn's assembly, care, and maintenance instructions. Furniture should not be stored in plastic or coverings that trap moisture.
- **Surface marks and stains** – rings, marks, or stains caused by moisture, heat, food, leaves, bird droppings, sap, or other organic materials.

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- **General wear and tear** – including natural fading, colour changes, weathering, or minor surface changes from normal use.

- **Incorrect use of seating and tables** – chairs and benches are designed for sitting only with all legs on the ground; leaning back on two legs is unsafe and not covered. Tables should not be used for sitting or standing.

- **Corrosion from wear** – including rust or corrosion starting from scratches or abrasions caused by everyday use that cannot be removed through standard cleaning.

- **Minor rust spots** – small rust patches on steel products (e.g. under seats or table bases). These are a natural outcome of steel construction and should be treated promptly with appropriate maintenance.

- **Special environment corrosion** – including:

Stainless-steel parts corroding due to use in enclosed, chlorinated environments (e.g., swimming pools).

Corrosion of steel (including stainless steel) caused by coastal or salt-air exposure.

- **Natural timber aging** – changes in colour, texture, or appearance of wood over time, which occur naturally.

- **Accessories** – cushions and similar accessories, which may wear with use despite being made from durable materials.

5. CARE AND MAINTENANCE REQUIREMENTS

To maintain your warranty coverage, you must:

- Follow ezfurn's Care & Maintenance Instructions (available on our website or on request).

- Use only recommended cleaning products suitable for the material type.

- Avoid prolonged stacking of upholstered chairs, dragging furniture, or exposing items to unsuitable environments.

ezfurn care and maintenace link - Click Here

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6. MAKING A WARRANTY CLAIM

Claims must be submitted in writing and include:

- Proof of purchase.
- A detailed description of the issue.
- Photographs or videos showing the defect.
- ezfurn may request inspection of the product.

If the claim is approved, ezfurn will at its discretion:

- Repair the product,
- Replace it with the same or equivalent item, or
- Provide a refund.

Replacement items or parts are covered only for the balance of the original warranty period.

7. RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW

Nothing in this warranty limits your rights under the Australian Consumer Law.If a product fails to meet a consumer guarantee, you are entitled to a repair, replacement, or refund, and in some cases, compensation for reasonably foreseeable loss or damage.

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