

Warranty Policy

1. Background

Luke Hughes & Company Limited (LHCL) specialises in designing and delivering furniture for sensitive architectural settings. Over the last thirty years, we have designed and produced schemes for buildings of the highest architectural quality. We have a vested interest in seeing our furniture deliver many years of trouble-free service. On balance, our products are designed for a predicted life expectancy of 30-50 years. We have already supported many of our clients for more than a quarter of a century.

2. Warranty Policy

- 2.1 LHCL will repair or replace at its sole discretion any furniture that is found to be defective due to design or manufacturing errors or defective materials within twelve months.
- 2.2 LHCL will further consider claims for failure arising from materials or workmanship during normal service conditions for ten years from the date of purchase and in the event of a valid claim will repair or replace furniture at its sole discretion.
- 2.3 It is not possible to give warranties against:
 - a willful or careless damage
 - b impact damage
 - c failure to follow the handling and maintenance instructions included in any instructions delivered with the furniture, including cleaning with any product which contains abrasives or aggressive chemical agents as described more fully in our Care of Furniture publication, which is available on our website
 - d COM upholstery supplied or specified by clients or their designers
 - e damage caused to furniture by being placed in an environment outside a relative humidity range of 45-60%

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Signed:



Date: 21 October 2020