



## **12 MONTH LIMITED WARRANTY**

LEVEL GROUP warrants to you, the original purchaser, all products for the period of 12 months from the date of purchase, to be free of manufacturer defects. This Limited Warranty is given only to the original purchaser, subject to all the terms and conditions below. This Limited Warranty is non-transferrable:

## **MODIFICATIONS TO THE PRODUCTS**

This Limited Warranty does not apply to any products that have been altered by any person, dealer or company without the express written authorisation of LEVEL GROUP.

## **ALL PRODUCTS**

This Limited warranty does not apply to merchandise that was, at any time, used as a floor sample or display model. All warranties, whether express or implied, cover only normal usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damaged not arranged by LEVEL GROUP, nor any condition resulting from incorrect installation, or inadequate maintenance, cleaning or care.

## **CLAIM PROCEDURE**

If a problem should arise which you feel is covered by this Limited Warranty, contact LEVEL GROUP by phone or email referencing the relevant invoice number or your purchase order number and photographic evidence of said problem/s. LEVEL GROUP reserves the right to require defective parts to be returned upon request.

## **DISCLAIMER**

All items stained, painted or powder coated black may show signs of wear and tear early on. This is considered normal wear and tear and needs to be considered before ordering. Solid wood is a natural product with natural and imperfect characteristics. Wood grains and stain tones will vary from each batch to another based on grain pattern and wood density. Although every effort is made to match these very different components as closely as possible, they will, from time to time not match perfectly.

No other express warranty has been made or will be made on behalf of Level Group with respect to the furniture and its parts, or operation, repair, or replacement of the furniture and its parts. Furthermore, no representative of Level Group or its distributors or dealers is authorised to make any changes or modifications to this limited warranty. In no event shall Level Group be responsible for consequential or incidental damages such as loss of use, installation charges, re-installation charges, demolition charges, storage charges, inconvenience, loss or damage to personal property, whether indirect or direct, and whether arising in contract or tort. In no event shall Level Groups responsibility exceed the purchase price of the product or its replacement.

Last Updated: 30/9/20