

WARRANTY POLICY

WILD REEDS guarantees that it will make good any furniture items purchased directly from the store within 5 years of date of purchase. Proof of purchase will be required.

This guarantee is limited to any defects occurring in the manufacturing process or any structural defect. If a product cannot be repaired, WILD REEDS guarantees to replace the product. If no replacement is available, WILD REEDS will refund the amount paid for the defective product on production of the receipt of purchase.

FOR TEAK PRODUCTS

This guarantee does not cover any natural characteristic of the wood, such as, but not limited to, silvering or greying of the teak.

Normal wear and tear is not a defect.

Improper cleaning, use of unsuitable chemicals, and/or negligent treatment will not be covered.

Grease spots, mould, mildew and other environmental effects are not covered by the guarantee

Damage caused by spills such as food, oil, candles, acid, solvents, ink, paint or dyes is not covered by this guarantee

Please note, some surface or hairline cracking and end checking is a natural quality of Teak

Brass screws and fittings may need to be tightened from time to time. Loosening of these items is not a defect.

This guarantee only applies to goods purchased for domestic use. It does not cover any commercial or non-domestic use

The staff at WILD REEDS are always willing to advise customers with any cleaning and maintenance issues and welcome all inquiries.

FOR SYNTHETIC WICKER PRODUCTS

The 3 – YEAR WARRANTY covers the synthetic wicker strands against:
cracking, splitting and unraveling under normal usage conditions in domestic
situations.

It does not apply if product is used in commercial or non-domestic situations.

Proof of purchase is required

There is very little maintenance required apart from a gentle wash every so often
but always phone us at WILD REEDS for further assistance if required.