

2018 WARRANTY & RETURNS PROCESS

WARRANTY TERMS

Gloster Furniture warrants to the original purchaser that our outdoor furniture is free from defective materials and workmanship under its intended reasonable use.

The warranty starts from the date of sale to the end consumer.

The warranty is non-transferable, and is applicable to the original purchaser only. Proof of purchase will be required.

Any product believed to be of faulty materials or workmanship should be reported to Gloster Furniture as soon as reasonably possible.

Following Gloster Furniture's assessment, any fault found and covered by this warranty will be rectified by the replacement or repair of the faulty part or product. If deemed necessary to return for repair, Gloster Furniture will arrange for the product to be returned to us via our choice of transit, repaired, and returned free of charge. Circumstances may dictate that local repair is best course of action.

No returns are accepted without prior authorisation from Gloster Furniture.

The product must not have been misused, or handled carelessly, nor been damaged, neglected, or used in abnormal conditions.

The product must not have been modified, altered in any way, or repaired by anyone other than a member of Gloster staff or their appointed representatives.

The warranty will only be valid if proper maintenance and cleaning have been carried out in accordance with Gloster's aftercare instructions.

This warranty does not apply to normal wear and tear caused by regular use.

Damage such as dents, scratches, marks and tears to fabrics or fibres that have happened during normal use are not covered by this warranty.

Small cracks, which may appear in the end grain of teak when exposed to the elements, and any change of appearance due to usual weathering are considered entirely natural for teak outdoor furniture and are not covered by this warranty.

Wheels and footcaps are excluded from the general warranty, but are guaranteed for a period of 1 year from the date of delivery.

Sling / Strap / Rope warranty covers against tearing, discolouration or fading. Normal sagging is to be expected in use, and is not covered by this warranty.

Due to the nature of the planks used to create RAW table tops, any splits, cracks in the end grain, hollow knots, twisting of timber over time or degradation of the sapwood when outdoors are considered entirely natural for thick-plank, teak outdoor furniture and are not covered by this warranty.

REPORTING OF COMPLAINTS

In order to look in to complaints/warranty issues Gloster requires ALL of the following information provided in one single email:

Photographs of the issue - general overview and close ups of specific areas of damage and/or failure.

Product code of item affected.

Batch number & country of origin - this can be found on a small silver rectangular label which is located out of sight, usually on the underside of the item (on the inside of the zipper on cushions / on the label on covers), containing a 6 digit number and the country of origin.

Date of purchase - please send a copy of the invoice as proof of the purchase date.

Location of furniture - e.g. coastal / inland / swimming pool.

Brief description of the damage and how the damage occurred.

Please always use a reference, i.e. customer name in the title of the email, so it is easy to track.

Once all of the above information has been received, we will review the case and advise in due course.

RETURNS POLICY

Written authorisation must be obtained from Gloster prior to returning any physical products.

Products returned without prior written authorisation will be refused.

Gloster only accepts the return of a product if it is a manufacturer's defect.

Returned products are inspected by our Quality Control Manager and replaced or repaired if the damage is a result of a manufacturer's defect. If it is determined not to be a manufacturer's defect, the customer, along with the Quality Control Manager will decide what further action to take.

Returned goods will only be accepted if returned in their original packaging.



GLOSTER FURNITURE GMBH
ZEPPELINSTRASSE 22
21337 LÜNEBURG
GERMANY
TEL : +49 (0)4131 28753-0

GLOSTER FURNITURE LIMITED
FIRST FLOOR, SUITE 43-44
AZTEC CENTRE, AZTEC WEST
ALMONDSBURY
BRISTOL, BS32 4TD
UNITED KINGDOM
TEL : +44 (0)1454 631 950

CONTACT@GLOSTER.COM
WWW.GLOSTER.COM