

Warranty

This warranty sets out the levels of responsibility for Cubus Concepts Pty Ltd in regard to their manufactured products.

Metal frames

All of Cubus Concepts Pty Ltd manufactured METAL FRAMES are covered by a five year warranty against faulty workmanship and metal fatigue. Warranty on the finish is covered separately and is specified accordingly in this document.

Stainless Steel frames are available in 2 grades.

304 Stainless is suitable for most outdoor applications with the exception of high exposure to salt air.

316 Stainless is suitable for all outdoor applications.

Timber frames

All of Cubus Concepts Pty Ltd TIMBER FRAMES are covered by a two year warranty against faulty workmanship.

Polypropelene shells

All of Cubus Concepts Pty Ltd POLYPROPYLENE shells manufactured for outdoor use are UV resistant and are covered by a 2 year warranty from fading, cracking or splitting.

Laminated plywood shells

All of Cubus Concepts Pty Ltd PLYWOOD shells are covered by a 2 year warranty from cracking or splitting or breaking during normal use.

Powdercoating

The warranty for powder coating includes any cracking, flaking and internal corrosion.

The warranty does not include issues arising from scratching, marking, fading, scuffing or corrosion caused by scratches not treated correctly OR exposure to salt air.

Chrome plating

Chrome plating warranty is to Spec. AS 1192/1982. Chrome finish is covered by a 2 year warranty and includes any cracking or splitting. It does not cover any rusting as a result of being exposed to outdoor environments.

Foam

Injection moulded foam is to standard AS 2281-1993

The warranty is for five years but does not include damage caused by liquids or vandalism.

Sheet foam used for seating is high grade fire retardant foam.

The warranty is for one year but does not include damage caused by liquids or vandalism.

Timber

The warranty on solid timber covers faulty workmanship but not against natural movement or other effects beyond our control

The warranty on plywood covers de-lamination caused by faulty workmanship but not against chipping or damage caused by misuse.

Flat veneer board is purchased from outside suppliers and is subject to their manufacturer's warranty.

Laminate

Laminates are bonded to a substrate using a spray contact adhesive and rolled under an even pressure.

The warranty covers defects caused by faulty workmanship but not against de-lamination caused by excessive heat or misuse.

The laminate is covered by the manufacturers standard warranty.

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Lacquer finishes

Table tops are finished in a hard two pack lacquer.

The warranty covers against any faulty application procedures but does not cover against scratching, scuffing or marking.

Timber seats are finished in Timberlac.

The warranty covers against any faulty application but does not cover against scratching, scuffing or marking.

Fabrics

Warranties for all fabrics are covered directly by the manufacturer's specific warranty.

Cubus Concepts P/L will not be responsible for any costs in rectifying product due to any warranty claims on the manufacturers' material. Cubus Concepts is not be responsible for problems arising from the client's choice of material that is deemed not to be suitable for the application.

Fastenings

Various fastenings used throughout our product range will be covered by our standard three year warranty.

Swivels

Swivels used in our product range will be covered by a one year warranty.

Nylon components

These are mainly used for the feet in chairs, stools and table bases and are not covered by warranty.

Specified products

Products that are not designed by Cubus Concepts Pty Ltd are not covered by any warranty.

Other manufacturer's products

Furniture sourced but not manufactured by Cubus Concepts Pty Ltd is subject to the particular manufacturer's warranty. A copy of such warranty documentation is available upon request.

All of the above warranties will be deemed void if furniture is damaged through neglect, misuse, abuse, acts of nature, fire or freezing.

All warranty claims must be notified in writing to our head office for evaluation

