

Guarantee

You are now the proud owner of Hepplewhite Fitted Furniture. Within this document you will find useful information of how to look after your furniture, details of how to purchase matching furniture for your bedrooms or home offices and information on our after sales service and guarantee.

We guarantee goods that we have supplied against defects in manufacturing or installation for 10 years from the date of purchase of the goods. This guarantee will only apply if:

- i) You have properly cared for and used the goods and followed any instructions provided by us;
- ii) You write to us as soon as is reasonably practicable after discovering a problem that you wish to claim for under the guarantee;
- iii) You do not move the goods without our prior consent;
- iv) You activate the 10 year guarantee within 6 months from the date of purchase at www.hepplewhitefittedfurniture.co.uk ; otherwise the guarantee period will be 5 years.

This guarantee excludes electrical and light fittings, bulbs and glass. We shall, at our discretion and taking into account fair wear and tear, repair, replace or re-install the goods. Should your claim be the result of fair wear and tear, or if the installation is outside the 10-year guarantee period, there will be a £50.00 (payable at the time of the visit) call-out charge in addition to our then current price for repair and/or cost of any materials used.

AS A CONSUMER YOU HAVE STATUTORY PROTECTION REGARDING FAULTY OR MISDESCRIBED GOODS OR INADEQUATE SERVICES SUCH AS INSTALLATION. THESE TERMS DO NOT AFFECT THOSE RIGHTS.

Please register your furniture now to receive the full 10 Year Hepplewhite Guarantee

Please register now online at www.hepplewhitefittedfurniture.co.uk following the links; you must register within 6 months from the date of purchase to qualify.

**Reference Number(s):-
(to be inserted by your retailer)**

Taking Care of your Hepplewhite Vinyl Furniture

If you have had fitted our easy care vinyl finish, then looking after it couldn't be simpler. To maintain the furniture's fine appearance, wipe over occasionally with a cloth dampened with a mild detergent solution and polish off with a soft, lint free cloth.

Taking Care of your Hepplewhite Veneer Furniture

Hepplewhite uses natural timbers to manufacture its furniture. This means that no two pieces are identical, since the figure and colouration of the timber grain varies naturally. Our process of manufacture selects, grade and colour match timbers, but nevertheless, grain and hue will vary from piece to piece.

Natural timbers all mature in colour as they age in normal lighting conditions, and this occurs to a greater or lesser degree according to species. With paler woods it is more obvious and appears to happen over a shorter period of time. Darker woods mature more slowly and colour changes are less marked. Both these attributes of natural grain variation and colour maturation are intrinsic to timbers. They are prized features of these natural materials and help to ensure the value and uniqueness of your Hepplewhite Furniture.

Hepplewhite uses durable lacquers to finish and seal the solid timbers and veneers that go into the making of its furniture. These surface finishes protect from liquids, staining and warm objects providing that spills are wiped up straight away with a damp cloth and excessive heat is not applied directly to the surface.

Handles & Glass

Metal handles are finished with a clear lacquer. Regular dusting with a soft cloth is the only maintenance needed. Do not use metal polishes or abrasives as these will remove the lacquer coating and might result in patchy or discoloured appearance. Once the lacquer has been removed, the metal will require more frequent cleaning with brass cleaner. When you are cleaning your glass, use only branded glass/mirror cleaner or a damp cloth with a small amount of detergent. Avoid using harsh spirit cleaners as this will damage surface coatings.