

20 Year Guarantee

Care & Maintenance

The purchase of a Garstone Design lounge suite is an investment in quality. Garstone Design have carefully chosen the quality materials to ensure long product life.

To protect your investment, proper care and maintenance routines should be established and the following particulars observed.

Cushioning and filling materials will gradually soften and flatten with normal use. Fluff and turn cushions to equalise wear. Fabric and particularly leather may develop comfort creases. This can be considered normal, but attention should be paid to heavy creasing which should be removed by adjusting the covers.

Special attention should be given to the instructions on our leather care label.

This is provided in our Warranty pack & attached to each piece of furniture.

Compare these quality features found only in superior lounge suites

Feature	Benefit
Solid kiln dried plantation grown timber frame	Superior frame strength with no chipboard used
Panel lined outside back and arms	Adds to frame strength and enhances tailoring
No Sag Steel Springs with swinging arm link	Provides constant tension with greater seat travel
'Ultra Fresh' treated foam with lifetime guarantee	Longer seat life and is sanitised
20 year manufacturers guarantee	Product constructed to highest standards
Australian made and owned	Better colour choice, faster delivery times & provides JOBS FOR AUSTRALIANS!

garstone
DESIGN

Ph 07 3271 5499 Fax 07 3271 5528

122 Mica St Carole Park Qld 4300

www.garstone.com.au

ACN 062 625 512

garstone
DESIGN

A Commitment to Quality 20 Year
20
20 Year Guarantee Quality

Warranty Card

MADE IN AUSTRALIA 

Complete this portion online at
www.garstone.com.au or return to:

Garstone Design Furniture
PO Box 185, Carole Park, Queensland 4300

Warranty No.:

Date:

Model Description:

Purchaser Details

Name:

Address:

Retailer:

I acknowledge I have read the following:

Warranty Leather / Fabric Care Label

Retain this portion

Warranty No.:

Date:

Model Description:

Cow Leather:

Batch No.:

Fabric Details:

Tradesperson:

Please read this brochure and the provided leather or fabric care labels carefully to ensure you obtain your optimum life span from your purchase.

Garstone Design Furniture

Garstone Design are a proud Australian company which is family owned.

Garstone Design construct solid timber frames using local plantation grown timbers which are kiln dried for stability. The frames are assembled by tradespeople who nail, screw and glue the components. The addition of corner blocks and a lining board to outside arms and backs add stability.

The suspension system utilises No Sag fully sprung steel base supported by a swinging arm link. The back suspension is 'Intes Elabelt' webbing. Both these systems are supported by a 10 year manufacturers warranty. Seat foams are 'Ultra Fresh' treated foams which control dust mites, bacteria, mould, mildew and are accompanied by a lifetime warranty against cell collapse.

Garstone Design achieve a finish which is unsurpassed. Our craftspeople use upholstery techniques that give the product a sumptuous look and feel, with an emphasis on quality and feature stitching.

Please make all attempts to return the completed guarantee card within 21 days of purchase to ensure guarantee. Should you have cause to claim, contact your retailer and state your warranty number, which will verify your claim. A Garstone Service Representative will then be in contact with you.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be acceptable quality and the failure does not amount to a major failure.

Our Warranty - Your Guarantee of Quality

Garstone Design at its discretion will repair or replace in part or full any defects caused by Garstone Design. The frame has a 20 year warranty, Dunlop Foam seats lifetime warranty and Suspension Components & Construction has 10 years.

In the case of leather 2 years and Mechanism 5 years. Back fills and arm rest 12 months. All other items are covered by statutory 12 months warranty. Garstone Design are bound by the terms and conditions contained within the material supplier's warranties and act as an intermediary in the execution of such warranties. These warranties are valid from the date of the original purchase and are not transferable.

All leather complaints within the warranty period must be supported by a report from a registered leather technician along with the warranty number. Garstone Design will refund the outlay for the report if the said report proves the leather to have a **manufacturing fault** and at their discretion will replace in part or full any panels effected. Claims will be invalid if the **warranty number** is not supplied.

If a service call is required from the manufacturer and it is found not to be a manufacturing fault a call out fee will apply to the consumer (i.e tradesperson rates).

Should it be necessary to return the goods to Garstone Design in part or full for repair or replacement, all **transportation costs** will be payable by the **purchaser** unless written authorisation is received from Garstone Design.

Garstone Design guarantee applies to furniture used for domestic purposes only, which is cleaned, cared for and maintained in accordance with care and maintenance instructions provided.