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Warranty

Warranty claims can be made in writing to info@somethingbeginningwith.com.au. A description of the claim along with images will need to be submitted. If an inspection is required to determine the nature and cause of the issue a SBW representative will be in contact to arrange a time. If the cause of the issue is not warranty related, a call out fee may be applicable.

The warranty covers the cost involved in the repair but excludes any transport or freight costs associated with the claim.

METAL 5 YEARS

Your purchase is covered by a 5-year structural warranty. This covers defective workmanship in furniture that is subject to normal application and which has been carefully maintained and sensibly used.

LAMINATE 5 YEARS

Your purchase is covered by a 5-year structural warranty. This covers defective workmanship in furniture that is subject to normal application and which has been carefully maintained and sensibly used.

TIMBER TABLE TOP 1 YEAR

A 1-year warranty covers the structural integrity of timber items. We ensure the quality of our design and workmanship of all our timber products and expect them to provide a lifetime of enjoyment. Solid timber, however, is a natural product and is therefore subject to colour variations and changes in the environment. Any movement, joint separation or bowing in timber as a result of change in humidity or fluctuating temperatures is not warranted. Any change to the timber's colour overtime due to the natural aging process is not warranted. SBW offers a range of timber stain colours. These colours may be present with variations when applied to the actual products. If a stain colour is to be matched to a sample provided by the client, the client accepts that there may be colour variations from the actual sample provided. Timber is a natural material and no two pieces of timber are the same. Each piece of timber furniture will have some small differences. We always try to ensure that complete orders are coming out of the same batch lot when possible. The client accepts that this may not always be possible and that there may be slight colour variations between products of the same sku number. This applies to part or all components of a furniture item including fabrics, stain colours, powdercoats, timber stain colours, natural and timber products.

RIA CHAIR & HALO CHAIR (TIMBER) 3 YEARS

Your purchase is covered by a 3-year structural warranty. This covers defective workmanship in furniture that is subject to normal application and which has been carefully maintained and sensibly used. Timber, however, is a natural product and is therefore subject to changes in the environment. Any movement, joint separation or bowing in timber as a result of change in humidity or fluctuating temperatures is not warranted. Painted timber is not damage proof and can chip if not used sensibly.

UPHOLSTERED ITEMS 7 YEARS

Your purchase is covered by a 7-year structural warranty. This covers defective workmanship in furniture that is subject to normal application and which has been carefully maintained and sensibly used. The warranty specifically relates to frames, suspension and support. It excludes fabrics and leathers as SBW is not the manufacturer of these products.

OUTDOOR 1 YEAR

A 1-year warranty covers the structural integrity of outdoor products. All our outdoor products are made to the highest quality to help them withstand the elements. We cannot warrant products that are exposed to extreme weather conditions