

15
YEAR
WARRANTY
★★★★★

Introducing the ultimate office furniture warranty.



All Knight Group products are durable for long-term performance and value. Our range has been rigorously tested to the equivalent of 15 years average use, and our processes comply with internationally recognised certifications. We know the peace of mind a warranty like this can give when making a purchase. If you need to know any information about the legal terms of your warranty, you can find everything right here, or simply give one of our friendly account managers a call.

The 15 Year Warranty is valid on orders placed on or after 1st October 2018.

Warranty

Knight Group promises the original purchaser that it will repair or replace with a comparable product, at its discretion and free of charge (for material and components) any product, part or component which fails under normal use over the duration of specified warranty term (taken from the date of purchase). Normal commercial usage is defined as the equivalent of a single shift, 40-hour work-week.

Upon lodging a warranty claim, a copy of the original purchase order (or advise of this purchase order reference number) along with a detailed description of the service required and a photograph or video outlining the fault, must be provided to Knight Group.

Goods purchased from Knight are covered by guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act. The Customer is entitled to a replacement or refund in a case of major fault, and to compensation in the case of reasonably foreseeable loss or damage. Goods will also be repaired or replaced if they fail to meet acceptable quality standards and the failure does not amount to a major failure.

Minor variations in dimensions, colour, grain, or finish in Goods received by a Customer, when compared with images or descriptions on the Website, are not covered by this Warranty. The Warranty does not cover damage that affects only packaging. Goods will also be repaired or replaced if they fail to meet acceptable quality standards and the failure does not amount to a major failure.

Warranty Exclusions:

This warranty does not apply and no other warranty applies to:

- Products that were not installed, used or maintained in accordance with Knight Group instructions.
- Normal wear and tear, which is to be expected over the course of ownership.
- Upholstery fabric (including mesh) and textiles.
- Abuse, misuse, accident, or repeated knocks, for example by rigid armrests against laminated desk edges.
- Alteration or modification of the product including substitution of Knight Group components with any unauthorised non-Knight Group components.
- Variations occurring in surface materials (e.g. colour fastness, sheen on laminates or matching grains, textures and colours across dissimilar lots).
- Upholstered armrests.
- Products used for rental purposes.

To the extent allowed by law, Knight Group makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. Knight Group will not be liable for any consequential or incidental damages.

* Knight reserves the right to update warranty conditions specified in this document as and when required.