



VPK – Furniture Guarantee & Certificate

Introduction

VPK Ltd uses traditional manufacturing techniques and high-quality materials in everything that we do. Our extensive product development, product testing and quality control along with our customer focused approach mean that we can offer a range of long lasting guarantees for our furniture collections.

All of our installed items of furniture come with a 10 year guarantee.

VPK Ltd guarantees your furniture against manufacturing defects in materials or workmanship, however this guarantee does not extend to:

- Damage resulting from normal wear and tear or misuse;
- Changing colour on exterior appearance.
- The guarantee does not cover any deterioration due to the usual weathering process such as fading, cracking and splitting.
- The guarantee does not apply to wear and tear, meaning dents, scratches or normal deterioration that is caused by regular use.

Guarantee Claim – Terms and Conditions

To generate a guarantee claim, VPK Ltd requires the original proof of purchase.

- The product must not have been misused or handled carelessly and must not have been wilfully damaged, neglected or used in abnormal conditions.

- The product must not have been modified, altered or transformed in any way and repairs must not have been attempted by anyone other than VPK Ltd staff or a VPK Ltd authorised installer, or in any way in contrast to VPK Ltd advice.
- If a product has to be replaced and that particular product is no longer available, VPK Ltd reserves the right to use an alternative, similar product.
- The cost of transportation of goods to be repaired or exchanged and the labour required to do this is covered for the first year only.
- Your statutory rights are not affected.

All damages or breakages should be reported in writing with photographs of damage to the Company's Head Office at:

VPK Ltd
4/5 Meridian Business Park
Fleming Road
Waltham Abbey
Essex
EN9 3BZ

Tel: 02088528800

Email: info@vpk.ltd

The guarantee period starts on the day of delivery (or collection). Any claims must be received before the end of the period of guarantee and liability will not be accepted if payment for the goods has not been received in full by the due date.

Signature -



Name – William Jones

Position – Commercial Director

Date – 22.01.24