



NEPTUNE

CONTEMPORARY AND TRADITIONAL STREET FURNITURE



PRODUCT GUARANTEE - SUPPLY ONLY

The equipment supplied by Neptune Street Furniture is guaranteed for a period of twelve months from the date of purchase against failure through faulty workmanship or materials. This period will apply from the date of despatch from our works plus five days (to allow for delivery to customer).

This warranty covers goods or parts that have been sold by Neptune Street Furniture on a supply only basis and assumes that Neptune Street Furniture have been paid in full for the goods and that they have been correctly installed by a competent third party. The warranty provided is on 'a return to base' basis. This means that the customer is responsible for any costs incurred in removing, sending any parts or components back to us for examination and repair and subsequent reinstatement.

Neptune Street Furniture will cover the cost of returning components to a customer but will not cover any postage or third party labour costs incurred by the customer as a result of a malfunction regardless as to how it was caused.

Telephone support is available to help identify any problems and outline what may need to be returned. Replacement parts will not be sent until we have examined the relevant component(s) in question and decided on the correct course of action.

The exclusions to this warranty are the following:-

- Fair wear and tear
- Damage as a result of incorrect installation
- Vandalism
- Circumstances beyond our control

Timber slats used on this product are of selected hardwood, chosen for its strength and long lasting characteristics. 'Pin holes' found in some lengths should not give cause for concern. Likewise, slight cracking or movement of the timber is a weathering characteristic of all hardwoods when exposed to the elements and will not affect its life. When, in the future you wish to re-treat your product, primer and stain kits are available to purchase from us.

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