

KE-ZU Care + Maintenance

Thank you for purchasing our products.

By law, we are obliged to provide a 12 months warranty on our products. Our suppliers all offer this or more to us. Some specific projects require more than the standard 12 months warranty. Requests for extended warranties are to be directed to KE-ZU management who will in turn seek to secure confirmation of the extended warranty from the manufacturer. In the unusual event of a claim, we have found our suppliers typically back up their product 100%.

For all GECA certified products, KE-ZU provide a 7 year warranty on their products to be free of manufacturing defects or faults from date of delivery. This warranty excludes damage due to normal wear and tear, abuse or misuse of the product or use for other than it's intended purpose.

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Help and Contact Details:
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WARRANTY

Source International through their agent KE-ZU Pty. Ltd. warrants their frames to be free of manufacturing defects, faults or structural failure for a lifetime from date of delivery. All mechanisms and controls are guaranteed for a full 5 years. This warranty specifically excludes damage due to normal wear and tear, abuse or use of the product for other than its intended purpose.

The foams produced locally and are warranted for a period of 2 years. Warranty on upholstery will depend on the fabric manufacturer.

CARE + MAINTENANCE

Wood

Wood finish names such as Mahogany and Cherry describe color only, not wood species. Finishes are applied to maple or similar woods. Wood surfaces have natural variations in grain and porosity and absorb finishes differently which may result in variations of final color.

Painted Wood

Please note the Lifetime Structural Warranty does not apply to painted finishes. Painted finishes should be specified with consideration of the environment they will occupy. Although a clear sealer coat is applied during production these finishes are topical and they can scratch, dent or mark if treated in a rough manner. If left in direct sunlight for extended periods of time you will notice the color will fade and/or change.

Polished Aluminium

Marks are to be cleaned with a mild abrasive such as Windex or a metal cleaner.