



WARRANTY

1. Subject to clauses 2, 3 and 4 below, all goods supplied by the Company are guaranteed for 5 years from the date of purchase against faulty materials and workmanship. During this period, goods will be repaired or have parts replaced free of charge provided that:
 - 1.1. the goods can be inspected by the Company and evidence of purchase date provided;
 - 1.2. the goods have been purchased by the user and not for hire purposes;
 - 1.3. the goods have been subject to fair wear and tear during normal office hours;
 - 1.4. the goods have not been misused or handled carelessly or treated otherwise than in accordance with the product care guidance provided by the Company;
 - 1.5. repairs have not been attempted other than by the Company.
2. All moving parts including gas lifts on swivel chairs are subject to the same warranty as above save that the warranty period is 2 years.
3. All fabric from the Company's standard ranges used in goods is subject to the same warranty as above save that the warranty period is 3 years.
4. Unless otherwise agreed in writing, fabric chosen by the customer that is outside the Company's standard ranges and fabric supplied by the customer for incorporation into goods is not covered by any of the above warranties.
5. All electrical/data/AV components are covered by the Warranty issued by the manufacturer/supplier of that specific equipment.

CONTINUITY OF SUPPLY

William Hands has a continuous policy of product improvement and development. Many of our products have been in production for greater than 15 years, but some are completely bespoke, we will therefore always seek to assist our customers in providing furniture as close as match to the original design as possible for a minimum period of 10 years.