

Roche Bobois Warranty

Our warranty covers all manufacturer's *structural* defects for 5 years from the date of purchase (when full payment is completed), not the date of delivery.

A structural defect is defined as: a failure, material or mechanical, of the supporting structure of the furniture. For example: the frame of a sofa or the legs on a cocktail table. This excludes the materials on the frame (foam, fabrics, lacquers, leathers, varnish etc.) which are covered under a separate warranty.

For material substances and upholstery (leather, fabrics, foam, varnishes, patinas) we offer a 2 year warranty for material failure. This does not include "Wear and Tear" or "Natural Characteristics" See Exclusions below.

Moving parts, including both manual and electrical mechanisms, are covered for 2 years from the date of purchase (invoice date). See Exclusions below.

Additional Cover:

- Any repair, labour and materials, for any furniture item deemed to be defective by the store of purchase (after normal use, in normal conditions).
- Shipping and delivery charges associated with resolving the after sale issue. Limited to the original shipping address provided at time of purchase.
- Please note that as our items are made to order in Europe. There are expected to be lead times associated with resolving issues. These can range from days, to weeks and months depending on the issue. This warranty does not include cover for any loss of enjoyment of your furniture for this period.

The Roche Bobois warranty only applies to items from our collection accompanied by a fully paid invoice from a Roche Bobois store. Our invoice constitutes the only legitimate proof of purchase. Should your Warranty have expired, we will still be able to provide you with service or replacement parts for which additional costs will be charged.

The Roche Bobois warranty is non-transferable and cannot be signed or passed on to someone else, even if the goods are resold.

The warranty does not apply to furniture or sofas displayed in the store and sold in a clearance sale. All items sold from display are considered Sold As Seen (unless stated otherwise in the order form).

What we do not cover:

We recommend inspecting your item(s) thoroughly once delivered, if there is anything which concerns you, you must report it to the delivery team, write it on any relevant delivery documentation, and inform the store of purchase immediately. Any issues reported after the date of delivery must be reported within 72 hours of the delivery but may result in a delay in determining the cause of the issue.

Any form of damage caused by you once the item is delivered, is not covered by the Warranty under any circumstances. We will however assist you to fix or replace the item if requested, and there may be reasonable costs and charges imposed. This will be at the discretion of the store of purchase.

Exclusions:

“Wear and Tear” and “Natural Characteristics” are not covered by our warranty under any circumstances. The diagnosis of these factors will be determined by our technicians who in some circumstances may have to carry out testing.

Some traits of “Wear and Tear” and “Natural Characteristics” are listed below. This is not an exhaustive list and Roche Bobois reserves the right to abide by the diagnosis of the technician or appointed professional:

- Stretching and warping of seat upholstery (leather, fabric, or other materials) due to normal use. These materials will change with use and natural exposure to abrasions, sunlight, liquids, rubbing, scratching, pulling, and stretching. This includes the stitching. Wrinkling is also a natural effect of hand upholstered leather and fabric, and is not considered a defect.
- Fading (of seats, upholstery, stains, carpets, woods, lacquers, etc.) caused by exposure to sunlight and other abrasions, are not covered under warranty.
- Staining of porous materials due to normal use is also not covered under warranty.
- Scratching or indentation of materials such as glass or lacquered materials.
- Warping or movement of wood materials due to natural conditions such as humidity.
- Natural characteristics of natural materials such as wood and leather are not covered by the warranty, and are not considered defects: Stretch marks, variation in grain / pattern, and knots are typical examples.
- Poor assembly, adjustment, setting or other actions taken by people who are not authorized by Roche Bobois.
- Use in public or professional settings, unless the model is appropriate for such use and this has been specified on the order form.
- The effects of natural body perspiration or other ailments on the materials of the furniture or sofa.
- Deteriorations due to improper use
- Repairs or modifications done by clients or by a third party not authorized by Roche Bobois.

Mechanisms and Electronics:

We provide a 2 year Warranty for any item which contains a mechanism, moving part or electronics. This does not cover inappropriate use such as damage, misuse by blocking or restricting a mechanism, or not addressing voltage differences when moving an item to another country. Should there be an issue with a mechanism or electronics, we will do all we can to resolve the issues on site, though in some circumstances we may have to return the item to our facilities to resolve the issue.

Regional and International after sale service:

Roche Bobois are committed to assisting you with issues that occur regardless of your location. Please contact your original store of purchase which will be responsible for assisting you. We also offer disassembly and reassembly services for your Roche Bobois products, subject to charges.

UK only

No statement in this warranty declaration affects you Statutory Rights under Sale of Goods Act 1979