

Product Guarantee

Outdoor Furniture Guarantee

The Afrofurn promise to you is that you never need to slave over the maintenance of our outdoor furniture. We truly believe our products should be thoroughly enjoyed with minimal upkeep. All Afrofurn outdoor furniture is guaranteed for ten years against manufacturing defects.

Indoor Furniture Guarantee

Our residential indoor aluminium frames are guaranteed for ten years against manufacturing defects. The guarantee for commercial environments is five years.

What is not covered by the Guarantee

Defects or damage arising from negligence, abuse or misuse, exposure to water, direct sunlight, coastal air, and chemicals or, any use for which the product was not designed for are not covered by the guarantee. The guarantee does not cover re-upholstered furniture. Additionally, failure to comply with Afrofurn care instructions will invalidate the guarantee. Our guarantee is a carry in guarantee and will be covered in the area from which goods were dispatched. In other words, you may be required to bring in faulty goods to our Johannesburg, Cape Town or Durban locations. We suggest that you first contact us and then send us images of the faults via email. We will determine if the item qualifies for repair under our guarantee or not. The guarantee does not cover transport costs if the item needs to be brought in for repairs. If we determine that an item can be repaired at your premises, a call out fee will apply.

Cleaning

We do offer a fabric protection treatment at an additional cost if required. SPECIAL NOTE: Interior furniture should not be placed outdoors or in direct sunlight or near an open heat source (heaters, fireplaces, barbeques).