

Warranties, care of furniture and future back-up

1. Luke Hughes & Co aim to provide:
 - unique, cost-effective designs that suit their purpose
 - quality furniture that is produced on time
 - a reliable back-up service in future.
2. We will replace any furniture that is found to be defective due to manufacturing errors or defective materials within twelve months.

In practice, we monitor our furniture and support our clients for much longer periods than twelve months; but it is not possible to give warranties against unusual treatment or wilful abuse. Typical examples include:

- careless damage (standing in drawers, shoes on desks etc)
 - damage as a result of incorrect re-assembly
 - impact damage to edges and mouldings (usually caused by the studs under briefcases or from crashing heavy items into leading edges)
 - rings on desk tops as a result of prolonged contact with alcohol or hot coffee cups where coasters have not been used (unless a wood-veneer laminate is specified)
 - not following the instructions in our 'Furniture Care' specifications.
3. For clients within 60 miles of London, we have a team of three cabinet-makers available within 48 hours to come from Covent Garden to give advice and arrange adjustments or repairs.
 4. In any case, LHCL has every incentive to win and retain the long-term goodwill of major clients. Future support and trouble-free service are essential ingredients in building such relationships.