

Limited Warranty

Huali Trading seating products are warranted against defects in material and workmanship while owned by the “Original Purchaser”. The term “Original Purchaser” is defined as that party or entity which purchases Huali Trading furniture from an authorized Huali Trading retailer as shown by the original sales receipt. This warranty does not apply to “as is” or previously owned seating products.

Huali Trading warrants its products to be free from defects in materials and workmanship (normal wear and tear, fading and stretching excepted), for 5 years from the date of purchase, except as provided below under the limited warranty.

The exceptions or exclusions to this warranty are as follows:

1. Upholstery material and foam cushion material is warranted against defects in material and workmanship for a period of 1 year, beginning on the date of purchase as shown on the original sales receipt.
2. Any warranty claim that is submitted after the limited warranty period, or without proper proof of purchase will not include the cost of parts, labour, or delivery.
3. This warranty shall not apply to Huali Trading products which have been subjected to misuse, neglect, alteration, modification or attachments, either caused by the original purchase, shipping, storage, accident, fire, flood or acts of God.

In the event of a defect in material or workmanship covered by this warranty, Huali Trading will repair or replace, at their discretion, without charge the warranted furniture within a reasonable amount of time. We reserve the right to require damaged parts to be returned to us upon request. Natural markings such as scars, brands, grain variations, wrinkles, colour variations, etc. will be considered normal characteristics and not construed as defects. We cannot warrant upholstery against scratching or scuffing, as all upholstery is subject to blemishes with use.

For claims or questions converting this warranty, please contact Huali Trading Customer Service department through email on services@hualitrading.com.au or the retailer the seating product was purchased from.

Huali Trading’s sole obligation and the users exclusive remedy under this warranty shall be limited to the repair, credit (only applies to distributors) or replacement at Huali Trading’s sole discretion and cost, of product or components under the **“COMPETITION AND CONSUMER ACT 2010”**.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure”.

All warranties are limited to the original purchaser for normal use which is defined as a standard work week of forty hours by a person weighing less than 181.5kg.