



Lowe Furniture Warranty & Product Care Information

Thank you for purchasing a Lowe Furniture product. Lowe Furniture is a local manufacturing company based in Melbourne, Australia. Founded and owned by Andrew Lowe in [2001], Lowe Furniture's vision is to recreate the beauty and seamlessness of nature within a space where people live and work.

Low Furniture is deeply passionate about timber. This combined with a deep timber knowledge base, plus design and a precision handcrafted manufacturing process, Lowe Furniture produces timeless timber product.

Timber is a renewable resource and Lowe Furniture vigorously strives to work only with plantation and Forestry Stewardship (FSC) timbers. Conversely Lowe Furniture avoids working with rainforest timbers.

Low Furniture predominantly works with American hardwoods, including oak and walnut. Like a tree in the ground, timber reacts to its environment and naturally changes over time. The Lowe Furniture design and manufacturing process closely considers such change, however, each tree and therefore piece of timber is unique and all changes cannot be accounted for in any design and manufacturing process.

Cleaning a Lowe Furniture Product

Low Furniture recommends the use of a warm damp (water only) rag or sponge to clean a product. When cleaning, do not rub vigorously in one spot to avoid polishing.

Heat

A Lowe Furniture product should not be exposed to excessive or constant heat. For example hot plates and cups may burn, damage or discolour the finish. A Lowe Furniture product should not be placed in front of heater or over a heating vent, or next to something that permits excessive or a constant heat.

Sunlight

Low Furniture recommends that a product not be exposed to excessive sunlight which may cause the timber and finish colour to change over time.

Humidity and Moisture

A Lowe Furniture product should not be exposed to excessive humidity or moisture, which may cause damage to the timber e.g. if the space in which the product is located has a dampness problem, this may affect the product.

Warranty

Lowe Furniture provides a seven year warranty on products excluding outdoor products (refer below). Lowe Furniture warrants any manufacturing defects but does not cover and specifically excludes:

- faulty materials and or any other components procured by Lowe Furniture from third parties
- product damaged during transit , installation, moving or removal including damage to third party property and any related transport and rectification costs
- a product damaged as a result of using it for non-intended purposes
- a product damaged through normal or excess wear and tear including but not limited to scratches, cracks, chips, burns, stains, discolouring and shadowing
- a product damaged during any cleaning process
- damage including joint separation, timber changes or movements such as bowing, as a result of the product being exposed to heat, sunlight, excessive humidity or moisture and fluctuations in temperature.

Outdoor Product Warranty

Lowe Furniture provides a one year guarantee on outdoor products relating only to the structural integrity of the product. Whilst all outdoor products are made to counter the elements, the warranty excludes any changes or damage as a result of any exposure to outside weather of any kind. The exclusions listed above also apply to outdoor products.

All warranty claims should be made through the place of purchase. The warranty provided relates only to the cost of replacing or repairing the product and excludes any transport and any other costs related to the warranty claim.

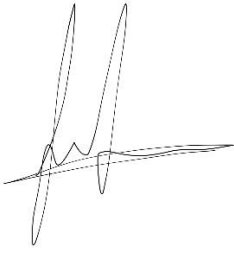
Repair and Parts Replacement

Lowe Furniture's default approach to rectifying faults and damage is to repair original parts where possible. If repair is not acceptable Lowe will replace only affected parts using as much of the original item as possible.

Product End of Life and Return

Lowe Furniture will accept return of any (and only) Lowe Furniture product if the owner has decided to dispose of the item(s) at any time after purchase. Lowe Furniture will become the owner of the returned product and no reimbursement in any form will be due from any party as part of the return.

We hope your Lowe Furniture product gives you many years of enjoyment.

A handwritten signature in black ink, appearing to read 'Andrew Lowe'. The signature is stylized with a large, looped 'A' and 'L'.

Andrew Lowe

Director Lowe Furniture