

Warranty

Jardan products are designed and made to last a lifetime. If an issue does arise, we're here to help with extensive structural warranties on all products and a national service network. We ensure the quality of our design and workmanship in our products will provide a lifetime of enjoyment when subject to their intended use.

UPHOLSTERED FURNITURE - 10 YEARS

A 10-year warranty covers the structural integrity of all of our upholstered sofas, armchairs and beds. The warranty specifically relates to frames, suspension and support, it ensures your purchase is free of defective workmanship in furniture that is subject to normal application and has been carefully maintained and sensibly used.

CHAIRS, TABLES AND STORAGE - 5 YEARS

A 5-year warranty covers the structural integrity of dining chairs, tables, desks and storage. Environmental conditions can affect the performance and appearance of your furniture, causing changes such as shrinkage, expansion, bowing, splitting and colour change which cannot be warranted. As our finishes are subject to everyday wear and tear they cannot be warranted.

OUTDOOR - 1 YEAR

A 1-year warranty covers the structural integrity of outdoor products. All Jordan outdoor products are made to the highest quality to help them withstand the elements. It is recommended that all outdoor product is kept in undercover areas, as goods that are exposed to extreme weather conditions cannot be warranted.

LIGHTING - 1 YEAR

A 1-year warranty covers all light fittings supplied (not including installation) against manufacturing defects. Fixtures are labelled clearly with the maximum allowable wattage and supplied with light globes. It is the customers responsibility to ensure correct globes & wattages are compliant. Use of higher wattage globes than indicated will forfeit warranty.

FABRIC AND LEATHER - 1 YEAR

A 1-year warranty covers all Jordan fabrics and leathers against manufacturing faults. We do not warrant COM (customers own material).

– To find out the exact warranty cover of your product, please refer to the products brochure.

PRODUCT STEWARDSHIP AGREEMENT

Jardan accepts returns at the end of product life on the following conditions: all returns are agreed to by us in advance and are delivered at the customer's expense, returns are free of any contaminants including coatings, adhesives or paint finishes and have not been reupholstered. Returns not meeting this criteria may be returned to the customer at their expense. Where practicable Jordan will re-purpose the product as a whole or through disassembly. Timber parts may be used for making smaller components and foam can be returned to our supplier to be recycled into reconstituted foam. Our mission is to try and completely eliminate all waste product.

TERMS AND CONDITIONS

The benefits given to You by this warranty are in addition to other rights and remedies You have under law in relation to the Goods or Services to which this Warranty relates. Our Goods come with guarantees that cannot be excluded under the Australian consumer Law. You are entitled to a replacement or refund for major failure and 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. We will not be liable for any claim for breach of any warranty given under these warranty terms unless You satisfy us that You have strictly complied with any of Our instructions relating to the relevant Goods. 1. You must; (a) notify Us in writing of Goods or services failed to comply with the relevant warranties detailed above within seven (7) days of the delivery of the relevant Goods; and (b) provide photos accompanied with a written comment of the alleged fault or defect to facilitate the claim process; and (c) preserve as far as possible for Our inspection, Goods that are alleged not to comply with the relevant warranties. We will; (d) Confirm receipt of Your notice within (3) business days; and (e) investigate the alleged fault. This investigation may include inspecting the photos and comment provided by You, contacting You for further details on inspecting the item in question; and (f) Notify You in writing stating whether We accept or reject Your claim within 14 days. If We find a claim to be valid, We will at Our option, repair, replace or reimburse You for the costs of the Goods in accordance with these Terms and any applicable Australian consumer law. If an inspection is required to determine the nature and cause of the issue, this will be conducted by a representative of Ours at a mutually convenient time. The warranty covers the cost involved in the repair but excludes any transport or freight costs associated with the claim.

To make a claim contact your nearest Jordan store or email customercare@jardan.com.au. Product returns or repairs should be sent to our Design + Manufacturing HQ.



Care and maintenance

Our philosophy is simple, we only make furniture that lasts. Over their lifetime our products will need a little care and attention to ensure they can be enjoyed by generations to come. The following information will help you care for your Jordan products in the best possible way.

LOCATION

When choosing the location for your product be mindful of environmental factors such as heat sources, pets and humidity as they will all have an effect on your furniture. Do not place in direct sunlight as this will cause fading and structural movement.

FABRICS

Vacuum fabrics on a weekly basis to remove dust, dirt and any loose feathers. Treat spills and stains as soon as possible by wiping with a damp cloth. Do not scrub as this can alter the fabrics appearance. We recommend contacting a specialist fabric cleaner to treat difficult stains. Please refer to the Materials Library on our website for care information specific to your fabric. To avoid any colour change and prolong the life of your fabric we recommend keeping your furniture out of direct sunlight.

LEATHER

Wipe leather with a clean damp cloth on a weekly basis to remove particles and dust that can work into the hide and abrade. Creases, stretch marks, scars and insect bites that the animal acquires during its life are unique to each hide and a natural characteristic of quality leather. Some softening and stretching of the leather is to be expected with use. To refresh your leather, care packages specifically designed for aniline and finished leathers are available at your nearest Jordan store. To treat difficult stains we recommend contacting a specialist leather cleaner.

CUSHIONS

Regularly shape and rotate loose cushions where applicable to maintain their shape and loft. Some movement may occur with loose covers as they are designed for a relaxed look and feel. It is natural that cushion fillings will settle and seat foams will soften over time. Scatter inserts can be invigorated by laying them out in the sun to air. While specialised fabrics have been selected to contain feathers in compartments, occasionally feather quills can pierce through the covers. They can be simply removed by pulling the feather out.

TIMBER WITH A OIL FINISH

For timber products with an oil finish we recommend that you pay particular attention to protecting the piece from hot or wet objects. Do not leave liquid to sit on timber surfaces as it will penetrate the surface and cause staining. Wipe up spills immediately with a damp cloth. Depending on the position of the piece and the conditions of your home, we recommend re-oiling once a year. Care packages specifically for timber with an oil finish are available from your nearest Jordan store. Before you begin re-oiling, place a protective layer beneath your furniture to catch any drips or spills. Always test the top oil in an inconspicuous area to ensure the desired finish is achieved before applying. Do not use any other cleaners or polishes as they may cause permanent damage to your furniture.

TIMBER WITH A LACQUER FINISH

Regularly wipe timber to remove dust and dirt. Do not wet down or leave spills to sit on timber surfaces. Avoid contact with liquids, heat and keep out of direct/reflected sunlight. Take care when placing unglazed ceramics as they may scratch the surface. Do not use any other cleaners or polishes as they may cause permanent damage.

RECLAIMED TIMBER

It is not advisable to sit reclaimed timber with an oil finish directly on carpet as it may leach over time.

OUTDOOR

For longevity please keep furniture in covered outdoor areas. Avoid direct sunlight and harsh weather conditions. Timber, steel and outdoor fabric will naturally discolour with age in an outdoor setting. Refer to the relevant material section for specific care and maintenance guidelines. For all timber products we recommend gently sanding the surface and applying a UV-stable exterior grade oil such as decking oil every six months.

MARBLE

It is essential that you do not leave any liquid to sit on marble surfaces as it will penetrate the stone and cause staining. Wipe up spills immediately with a damp cloth. Clean with warm soapy water. For stubborn stains use a creme cleaner with a soft sponge or cloth.

POWDERCOATED METAL

Regularly wipe metal with a damp soft cloth to remove particles which can abrade the surface with wear. Avoid contact with liquid, heat and direct sunlight. Abrasive cleaning products are not recommended.



Care and maintenance

BRASS

Our brass products are finished with a clear coat lacquer to prevent tarnishing. Gently wipe clean with a soft cloth. Use spray and wipe or Windex to remove any difficult marks or stains.

GLASS

Regularly wipe glass and mirrored surfaces with a clean lint free cloth. Windex can be used to remove any difficult marks or stains.

If you would like further information on the care and maintenance requirements specific to your product, contact your nearest Jordan store.

