

Warranty Details – Rattan & Timber Furniture

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. The warranty commences from date of purchase and covers manufacturing faults and defects only. Rattan Furniture: a limited structural warranty of 1 years applies to frames of Rattan furniture (domestic use only – limited structural warranty for commercial use is 1 year).

Timber Furniture is covered by a limited structural warranty of 1 year.

Cushions, fabrics and seating supports are covered by a limited warranty of 1 year.

All are subject to the following warranty conditions.

1. Your dated receipt (proof of purchase) must be presented for all claims.
2. Freight and handling charges, when making a claim under warranty, are the responsibility of the purchaser, unless the cost of returning or transport is significant, in which case the supplier should be contacted.
3. Islander Imports Pty Ltd reserves the right to repair or replace the product or to make a substitution with a similar item, should the specific article no longer be available. The replacement/s will be an individual item/s and not a complete setting.
4. This warranty takes effect from the date of purchase and will not be extended as a result of a claim, regardless if a repair or replacement have been transacted.
5. The warranty period applies to the original purchaser only and cannot be transferred.

Not covered by Warranty

- Any damage to Rattan and Timber Furniture and Cushions if used out of doors (the product is not suitable for outdoor use and to do so will void the warranty).
- Damage caused to the product as a result of failure by the purchaser or end user to comply with care or installation instructions provided.
- Damage through abuse, lack of proper care or acts of nature.
- Minor breaks in wicker weaving (we can instruct and supply materials so customer can fix themselves in case this occurs).
- Fading of cushion fabrics and stains caused by failure to comply with maintenance and care instructions, or by general wear and tear.
- Fading of cushion fabrics or discolouration of furniture due to exposure to direct sunlight or high humidity.
- Hardware against rusting or corrosion.
- Please note that this product is for domestic use only and the warranty does not extend to commercial use.

Fabric Care

For cleaning and care instructions of your cushion covers, please refer to the care label attached to each cushion.

Cleaning, Care and Maintenance

Rattan and Wicker Furniture only require an occasional wipe with a damp cloth or vacuuming with a brush attachment to remove accumulated dust. If minor accidental breaks in Wicker or Rattan weaving occur, we can supply instructions and materials for repair.

Timber Furniture – dust regularly with a soft clean cloth in the direction of the grain. Remove spilled alcohol and other liquids without delay.

- Do not use Chemicals or abrasive cleaning products on your Rattan or Timber furniture.
- Do not use Silicone based cleaners or polishes.
- Keep your furniture out of and away from direct sunlight, areas of high humidity, heaters and cooling vents.

Important Safety Instructions

Do not sit on tables and do not allow children to sit or play on them.

Do not strike or place heavy objects on the table and avoid scratching the glass.

Do not put hot or abrasive items directly on the glass or timber top.

Furniture should not be dragged at any time.

All recommendations and instructions are made in good faith and without accepting liability, because conditions of use will be beyond our control.



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