



home decor & accessories warranty

A 12-month warranty against manufacturing defects applies to all lamps, mirrors, wall art, plants, and small accessories sold on our website and in our retail stores.

Warranty Terms

All decor items purchased from Furniture Outlet are covered by a warranty against manufacturing faults for 12 months, starting from the date of delivery or, if collected from a store, the date of collection. Our warranties remain valid only as long as the items stay in the property we originally delivered them to or the residential address provided at the time of purchase.

What is Covered

This warranty applies to genuine manufacturing defects only. It excludes issues that arise from normal wear and tear, misuse, improper care, or accidental damage.

Our Resolution

Once a manufacturing fault has been verified, we will, at our sole discretion, supply the appropriate replacement parts, provide a repair, or exchange the item for a new one. If your specific model is no longer available, we will replace it with a closely matching item of equivalent specification or purchase value. Furniture Outlet reserves the right to undertake the least cost option to itself. If goods are exchanged or a total refund is given, the goods that are deemed faulty revert to the ownership of Furniture Outlet.

Read on...

What the Warranty Does Not Cover

- Normal wear and tear, including but not limited to: accidental damage, glass breakage, paint chips, or scratches.
- Mirror Inspection: Any cracks, chips, or surface defects on mirrors must be reported within 48 hours of delivery or store collection. Claims made after this period will be deemed the result of accidental damage and will not be covered by this warranty.
- Damage arising from exposure to adverse environmental conditions such as sunlight or moisture.
- Damage to surfaces caused by water contamination or unsuitable cleaning products.
- Incorrect Assembly: Any damage or structural failure resulting from the incorrect assembly of the product is not covered. Failure to follow the manufacturer's assembly, installation, or operating instructions will void this warranty.
- Accidental or deliberate misuse and failure to maintain the items.
- Commercial use (domestic use only).

- Non-authorized repairs or alterations.

- Ex-display models and any items sold as "graded", "damaged", or "clearance".

General Requirements

The guarantee is non-transferable and valid from the date of the original purchase only. It is void if the products are not at the address provided on the original invoice. Transferring the product to another address or shipping it overseas will void the warranty. The amount of any claim shall be limited to the original purchase price paid.

How to Make a Claim

Proof of purchase is the responsibility of the purchaser. For items bought in person, please contact the store you purchased from. For online orders only, please email warranty@furnitureoutletstores.co.uk with details of the issue, including photographs or videos, your proof of purchase, full address, and a contact telephone number. Your statutory rights as a consumer are not affected.

*Peace of mind,
guaranteed.*