

Faults and Warranty Claims - Ostro Furniture

Andoo warrants all goods to be free from defects in materials and workmanship, and of acceptable quality and durability for the purpose for which they are designed. Warranties and guarantees are provided in accordance with Australian Consumer Law.

If an item arrives that is missing parts, is faulty, is defective or has been damaged during manufacturing, please take photos or video clearly illustrating the problem and contact us as soon as possible, ideally within 3 business days of receiving your delivery.

The best solution to any product fault depends on the nature of the fault itself, and the outcome that works best for you. We will work collaboratively with you to find a solution that you're happy with. For example we may arrange one or a combination of the following:

- Send you any missing parts or components
- Suggest a method of repair using Winning Services if applicable.
- Replace the product (subject to availability)
- Offer you an alternative product
- Offer a partial or full store credit voucher or refund

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Faults and Warranties policy does not cover:

- Normal wear and tear
- Damage arising from improper assembly or modification
- Damage arising from abnormal use or abuse
- Damage, wear and tear as a result of improper or lack of maintenance and/or care (e.g. fabric, leather or timber)
- Damage to external or product packaging only
- Insignificant minor variations in dimensions, colour, grain or finish
- Insignificant minor imperfections or superficial blemishes