

Warranty & Care

Boss Design

boss

Sustainability

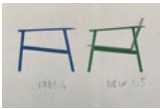
Boss Design Est 1983

The journey towards sustainability isn't a new path for us. In 2009, Boss Design won the Queen's Award for Sustainable Development. We have been driving to reduce waste, reduce energy consumption and reduce miles travelled across the business. Whilst improving product longevity, increasing recycling and promoting the use of sustainable materials.

The following year, we started giving clients full transparency by publishing the carbon footprint for every product in the portfolio. By 2018, we were powering our facilities using renewable energy from wind and solar, and in 2030 we aim to be a carbon-neutral, zero-waste business.

Today, we are on our sustainable journey - by rethinking how we make, supply, support and recover our products, we can take incremental steps towards the concept of circular manufacturing and responsible procurement practices.

We strive to partner with organisations with the same agenda, designing and making furniture that fulfils the requirements of their cultures and brand aesthetics, but never to the detriment of future generations.



"Quality, durability, responsibly sourced materials and a longterm vision for every product we create are helping us on our journey towards a circular production model and a greener world."

Stewart Davie, Global Corporate Sales Director, Boss Design



Standard Warranty

General Guide

All Boss Design products are guaranteed for **five (5) years** fair wear & tear, excluding the upholstery fabric/leather..

Warranty Terms & Conditions

If the Customer establishes to the Company's reasonable satisfaction that there is a defect in the materials or workmanship of the Goods manufactured or there is some other failure by the Company in relation to the conformity of the Goods with the Contract, then provided the Customer has returned the Goods to the Company together with written notification of such alleged defect within 7 days of the time when the Customer discovers or ought to have discovered the defect and in any event within five (5) years of the delivery of the Goods to the Customer the Company shall at its option, at its sole discretion and within a reasonable time:

(a) Repair or make good such defect or failure in such Goods free of charge to the Customer (including all costs of transportation of any Goods or materials to and from the Customer for that purpose);

(b) Replace such Goods with Goods which are in all respects in accordance with the Contract; or

(c) issue a credit note to the Customer in respect of the whole or part of the Contract price of such

Goods as appropriate having taken back such Goods or materials relating to such Goods, provided that the liability of the Company under this Condition 6 shall in no event exceed the purchase price of such Goods and performance of any one of the above options shall constitute an entire discharge of the Company's liability under this warranty.

The Company shall be under no liability under the warranty at Condition 6.1 above:

(a) In respect of any defect arising from fair wear and tear, wilful damage, negligence, abnormal working conditions, failure to follow the Company's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the Company's approval;

(b) If the total price for the Goods has not been paid by the due date for payment;

(c) For any Goods manufactured or appropriated to the Contract in accordance with any design, specification, instruction or recommendation made to the Company by the Customer;

(d) In respect of any type of defect, damage or wear specifically excluded by the Company by notice in writing; or

(e) If the Customer makes any further use of the Goods after giving notice in accordance with Clause **6.1**;

(f) For any defects in the fabric used for the Goods.

The warranties set out in this Contract are the only warranties which shall be given by the Company and all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Contract.

Care & Maintenance

General Guide

Care of upholstery

N.B. Always refer to the fabric manufacturers own specific guidelines first.

Vacuum regularly on a low setting to remove dust and grit which can break fibres in the fabric structure.

Tend to spills and stains quickly while they're still fresh. Generally most fabric suppliers recommend a damp cloth to mop up spills before they have time to soak in. Once the excess liquid has been removed, the fabric can then be cleaned using cleaning solution such as upholstery shampoo. The longer stains and spills remain on the fabric, the harder they are to remove.

Stain repellent treatment will add a level of protection in heavy soiling areas such as canteens and student areas, but does not make a fabric indestructible. In the event of spillage it simply gives the user added time to implement the same care regime as would be applied to non-treated fabric.

Care of leather upholstery

Vacuum regularly on a low setting to remove dust and grit which can mark leather.

Wipe with a slightly damp cloth and gently rub dry. A good proprietary hide food should be applied at least once a year and more often if the leather is in a dry atmosphere or close to a heat source.

Do not apply any polishes or waxes without first consulting the leather manufacturers car guide.

Leather is a natural product that will crease and puddle with wear over time.

Care of wood finishes

The fine finish applied during manufacture is a hard protective lacquer resistant to moderate heat and spillages of some beverages, but not alcohol. All spillages should be wiped off immediately with a damp cloth. The only cleaning necessary is again to wipe with a slightly damp cloth and buff with a soft duster.

Wood is a natural product that will age naturally over time and through exposure to daylight. Boss Design cannot guarantee an exact match on any wood products.

Care of chrome frames

Always clean chrome with high quality chrome cleaner to ensure bright finish.

Care of painted/powder coated frames

Always clean with a slightly damp cloth using a mild solution of soap and water.

Care of plastics

Always clean with a slightly damp cloth using a mild solution of soap and water.

Contact Details

Boss Design customer services can be reached via the below contact details:

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