

anaca  
studio.

Terms & Conditions

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Warranty



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# Terms and Conditions

## Product information

### Timber

Anaca Studio furniture is designed and made locally in Melbourne. Some pieces might bear slight variations from one piece to another, they are unique pieces made to order.

Due to the natural colour and natural grain variation of timbers, the final finish, colour, texture and grain may vary from one furniture piece to another even though they are finished at the same time.

The same as above applies for stain finishes. Some slight variations may occur from one table to another and the same stain would appear differently depending on the timber it is used on.

Great care is taken to use the best solid timbers and manufacture processes. It is possible that solid timber may move or distort over time. This is a natural feature of solid timber. Veneer timber finishes will offer a more stable solution if this is a concern. Be mindful of placing any timber into direct sunlight. Please refer to the warranty section for further details.

### Upholstered Furniture

Fabrics and leathers may have dye lot variations from sample chosen. The more natural the products (ie. 100% linens, pure aniline leathers), the more susceptible they will be to these slight variations. It is also more likely that direct sunlight will cause fading; keep this in mind when choosing the fabric or the location of your furniture.

Some fabrics and leathers will have a tendency to stretch and puddle more than others. This is not a manufacturing fault and Anaca Studio shall not be liable for any of these occurrences.

Foams will generally soften over time. This is to be expected and does not mean the product is defective.

## Order placement

A 50% deposit is required upon placing the order.

The order should be made in writing and include a quotation number should one have been provided. Any specific lead-time requirement should be made upon ordering.

Drawings for custom or bespoke orders may be provided and will be required to be confirmed in writing upon ordering as an acceptance of the design and dimensions.

The remaining balance will be due as soon as the goods are available for delivery and must be paid prior to the delivery.

Freight charges are additional and can be quoted in accordance to the size of the order and the delivery address.

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### Lead-times and Delivery dates

General lead-time is 10-12 weeks unless otherwise specified.

Should a project require to be delivered within a specific time frame, please advise upon placement of order. Any changes to the date originally required are subject to confirmation. We will make every effort to achieve the requested delivery dates, however, some delays may be out of our control and do not constitute a breach of contract. Anaca studio shall not be way liable for any resulting damages.

The client placing the order consent to take delivery of the goods as soon as they are available within the lead-time specified above or agreed upon order. Any delay in taking delivery may result in storage fees being charged.

The balance invoice is due on completion of the order regardless of any delays in installation dates.

### Custom orders

All signed drawing documentation is considered an acceptance of the final custom design.

Sales are final on custom orders and they cannot be returned or reimbursed.

### Cancellations

All orders placed are considered firm once a deposit has been paid.

Should the customer wish to cancel an order, the deposit paid upon ordering will not be reimbursed. Further charges may apply.

### Freight and damages

Anaca Studio is not liable for damages that occur during transit or storage. The carrier assumes all responsibility upon acceptance of the product.

Although best care is taken in the packaging of the products, when items are freighted via courier interstate, please inspect the condition of the boxes or packaging when items arrive and make a note or take a photograph if there are any doubts that there could be damages.

It is the customer's responsibility to inspect all products upon receipt and file any claims with the carrier. No product should be refused. If products are received damaged, a written exception should be made on the bill of landing and an immediate inspection be requested of the carrier.

Concealed damage must be reported to the carrier within 15 days of receipt.

Failure to make claims shall constitute acceptance of the products and waiver any claims of defects, errors or shortages.

### Design and Copyright

All of the products shown in Anaca Studio brochures and website are the property of Anaca Studio, with the sole right reserved to manufacture and distribute.

All images on the Anaca Studio website are the property of Anaca Studio and should not be used for commercial purposes or advertising without prior permission.

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## Warranty

- Anaca Studio will repair or replace, at its discretion and without charge to the original purchaser, any table, product or part thereof which fails as the result of defects in workmanship or structural integrity, under sensible care and appropriate usage for 1 year for timber, 5 years for metal and 7 years for upholstery in a commercial setting and 10 years in residential. (excluding fabrics or leathers), this is from the date of shipment.
- The warranty covers the cost involved in repairs but excludes any transport or freight costs associated with the claim.
- This warranty does not cover misuse or abuse of the product, dramatic temperature changes, exposure to unusual conditions, or damages incurred by contact with seating products.
- The warranty does not cover products that have not been maintained as recommended by Anaca Studio. A product care brochure is available to download from our website.
- The warranty doesn't cover for damages arising from abnormal use, abuse or vandalism.
- Natural colour changes in solid timber or veneer products, variations or movements in timber products (bowing or cupping), exposure to extreme temperature changes and direct sunlight may cause colour changes and/or surface damage (lacquer, joint separation...). These are circumstances beyond our control and are not warranty issues.
- Solid timber is a natural product and no two pieces are ever the same. Surfaces will generally be made of several timber pieces which may not all have the same colourings or timber pattern. These variations and also small timber knots, small surface checks or gum veins are deemed acceptable and part of working with a natural product. These characteristics should not be mistaken for imperfections or flaws.
- Ageing: As timber ages, it will tend to become deeper and richer in colour. This is due to being subjected to daylight. Any items placed on the furniture for an extended period of time may leave a mark where the timber wouldn't have been subjected to the light.
- Finishes variations: Our stains may also have slight variations from the samples provided. It may be due to a different stain batch or simply due to the natural colouration of the timber used or the way the stains are absorbed by different pieces of timber.
- Repair or replacement of discontinued products will be at the discretion of Anaca Studio.
- This warranty is the customer's exclusive remedy for product defects and does not apply to damage caused by a carrier, dealer, installer, user modification, or attachments to a product.
- All warranty claims must be made in writing by the original owner. The owner may be required to produce the invoice or other evidence to establish that a claim is within the warranty period.
- Anaca Studio shall not be liable for any consequential or incidental damages or for commercial loss arising from any product defect.
- This warranty excludes fabrics and leathers. Individual fabric and leather suppliers can provide warranties relating to performance. However, if any covering is agreed to be defective every effort will be made to negotiate a satisfactory settlement with the supplier on your behalf.
- International orders: Due to the atmospheric conditions (heat, humidity, air conditioning) that may affect the products (especially timber) during transport and once overseas, we cannot offer our warranty for items leaving Australia.

Final Note: These terms and conditions are guidelines and should be acknowledged by all parties. However, the most important thing to us is customer satisfaction. Should have any concerns at any time regarding these guidelines please contact [info@anacastudio.com.au](mailto:info@anacastudio.com.au).

By placing an order, you acknowledge having read and agreed to the above terms and conditions.