

# the Furnware promise

## Warranty

We design, build and deliver all our furniture. Quality matters and our warranty assures it. Every single product is assembled by craftsmen, checked by hand and handled with care. We take collective responsibility for ensuring your piece of furniture is fit for purpose and reaches you in peak condition.

It's rare, but if something does go wrong we correct it immediately with the Furnware Promise. We'll either fix it, replace it or credit it straight away.

There's a 10 year warranty on all our standard manufactured products (three years on soft furniture) and because we make it here, you'll deal directly with us the whole way - no third parties and no fine print.

Our warranty is much more than a piece of paper; it's part of a bigger partnership. Ask any of our customers, they'll tell you we're in it for the long haul.



## Manufacturing

We design and manufacture most of our furniture, giving us absolute ownership of the quality of our products. Our manufacturing team have a very clear view 'through the business'. They understand that how and what they do affects our end users - the learners.

This means that every screw turn, every weld, and every step of the quality control system has a real person invested in making that item.

We also use automated systems where possible. Robot welders, automated powder coating systems and CNC board routing systems make for a consistent manufacturing standard and quick turnaround times.

Quality control is key to everything we do from a manufacturing perspective at Furnware. Individual ownership of tasks ensures the manufacturing team quality controls their own work before it is sent to the next stage of the process.

Raw materials are of the highest possible grade and sourced from responsible New Zealand suppliers. Furnware uses MDF (medium density fibreboard), which is rated with the lowest levels of VOC's, making it safer for our kids.



## Social responsibility

Furnware is proud to partner with businesses who share our ethos around quality and social responsibility. We have developed close relationships with companies who adhere to strict safety, environmental and quality controls. What's more, as we work with local suppliers, we have the ability to see that these standards are maintained.

We are proud to hold the Eco Choice Aotearoa ecolabel, which is affiliated to GEN, the Global Ecolabelling Network - among the world's strongest environmental labels for products and services.

Our Bodyfurn® system is AFRDI certified, which means that it has passed rigid performance tests to ensure the highest standards of quality, strength, durability and, most importantly, safety.

