

## Warranty

We offer a life time warranty covering the mechanical failure on all products made by Turnstyle Designs Ltd.

### Excludes

1. All products sold by but not directly manufactured by Turnstyle Designs.
2. Normal wear and tear (including where the product is used as intended).
3. Improper usage, installation, maintenance, specification or storage of the product
4. Modifications not approved by Turnstyle Designs as the manufacturer
5. The use of parts or attachments not approved by Turnstyle Designs
6. The user not observing safety precautions, warnings, fitting instructions or operating and maintenance instructions provided by Turnstyle Designs;
7. Misuse, accident or unreasonable or abnormal usage
8. Damage to any finishes, whether standard or bespoke, including leather
9. Any labour charges, removal or reinstallation expenses, freight or postage.

Turnstyle Designs Ltd retains sole discretion on whether any of the above exclusions apply.

The claimant must be able to prove they were the original purchaser of the product(s).

### Warranty Claims

All claims under this warranty must be made in writing to Turnstyle Designs Ltd, Baron Way, Roundswell, Barnstaple, Devon, EX31 3TB or email to [sales@turnstyledesigns.com](mailto:sales@turnstyledesigns.com), detailing the nature of the alleged defect, together with photographs and proof of purchase.

All claims should be made as soon as reasonably possible after becoming aware of the alleged defect and must, in any event, be received by Turnstyle Designs.

The customer must provide any other information and evidence reasonably required by Turnstyle Designs and, if requested, must (at Turnstyle Designs' instruction) either:

- (a) return the product to Turnstyle Designs, carriage paid; or
- (b) permit Turnstyle Designs access to inspect the product.

Turnstyle Designs will investigate all claims received under this warranty and have sole discretion on eligibility.

### Remedies

If Turnstyle Designs accepts your warranty claim, Turnstyle Designs shall (at its discretion) either:

- (a) repair the defective product;
- (b) replace the defective product; or
- (c) if an exact replacement of the product is unavailable (e.g., if the product has been discontinued), the closest available product will be supplied.

Following a repair or replacement, any remaining Warranty Period will continue in effect and will be applicable to the repaired or replaced product.