

SLF24 10 Year Structural Frame Guarantee

Guarantee terms

At SLF24, we design our upholstered furniture to provide long-lasting structural support. For selected products, we therefore provide a 10 Year Structural Frame Guarantee, giving you additional protection against manufacturing or material defects affecting the internal load-bearing frame of your furniture.

The guarantee applies for 10 years from the original date of delivery and applies only to the original purchaser of the product for normal domestic use within the United Kingdom.

What is covered by the 10 Year Structural Frame Guarantee?

The guarantee covers only the structural integrity of the internal load-bearing frame of the furniture.

For the purpose of this guarantee, the “frame” means the permanent internal structure that forms the main load-bearing skeleton of the furniture. This normally includes structural timber or engineered wood frame members, permanent structural joints and structural fixings whose primary purpose is to connect the main frame components.

A claim will be covered where there is an actual structural failure of the frame caused by a manufacturing or material defect and that failure prevents, or materially affects, the frame from performing its normal load-bearing function.

Examples may include the failure or separation of a structural frame joint, breakage of a load-bearing frame member, or another manufacturing or material defect affecting the structural integrity of the internal frame.

The guarantee relates only to the frame itself. It is not a 10-year guarantee covering the furniture as a whole.

What is not covered?

All components other than the internal load-bearing frame are excluded from the 10 Year Structural Frame Guarantee.

This means that the guarantee does not cover upholstery fabric or leather, stitching, seams, piping, zips, buttons, cushions, seat interiors, back cushions, foam, fibre, feather or other fillings, springs, serpentine springs, webbing, elasticated webbing or other suspension systems.

It also does not cover feet or legs, castors, glides, decorative components, headrests, arm caps, removable or adjustable components, modular connectors, hinges or non-structural brackets.

Recliner mechanisms, sofa-bed mechanisms, sofa-bed mattresses, motors, electrical components, transformers, USB ports, switches, cables, adjustable mechanisms, storage mechanisms and any other mechanical or electrical components are also expressly excluded from the 10 Year Structural Frame Guarantee.

The fact that any of these components is attached to the frame does not make that component part of the structural frame for the purpose of this guarantee.

Damage to the frame caused by the failure, misuse or damage of another component is not considered a defect of the frame unless the frame itself is shown to have had a qualifying manufacturing or material defect.

Creaking, movement and comfort

A noise, squeak, creak, movement or minor flexing of the furniture does not, by itself, mean that the structural frame has failed.

Sounds or movement can originate from springs, webbing, upholstery, mechanisms, feet, flooring, removable components or from the normal interaction between different materials.

Similarly, changes in seating comfort, cushion softness, cushion settlement, compression of fillings, fabric stretching, wrinkling, seat impressions or differences between frequently and infrequently used seats are not structural frame defects and are not covered by this guarantee.

A claim under the 10 Year Structural Frame Guarantee will only be accepted where the evidence shows an actual qualifying defect in the internal load-bearing frame.

Normal wear and ageing

The guarantee does not cover normal wear and tear or the normal ageing and movement of materials.

Furniture is subject to repeated loading during everyday use, and minor changes in appearance, movement or feel may naturally occur over time. Such changes do not constitute a structural frame defect unless they result from a qualifying manufacturing or material defect in the frame itself.

Accidental damage and misuse

The guarantee does not cover structural damage caused by accident, misuse, neglect, abuse or use of the furniture for a purpose for which it was not designed.

This includes damage resulting from standing or jumping on the furniture, sitting or standing on arms or backrests, excessive or abnormal loading, impact damage, dropping the furniture, dragging it across the floor, using it as a step or platform, or otherwise subjecting the product to forces outside normal domestic use.

Damage caused by children, pets or other external factors is not covered where the damage is not the result of an inherent manufacturing or material defect in the frame.

Moving, transportation and assembly

The guarantee does not cover frame damage caused after delivery as a result of moving, transporting, storing, dismantling or incorrectly reassembling the furniture.

This includes damage caused by carrying or lifting the furniture from unsuitable points, dragging the furniture, dropping it, moving it through restricted spaces, third-party removal companies or couriers, or failing to follow the applicable assembly or handling instructions.

Where a product requires assembly, damage resulting from incorrect assembly is not covered.

Alterations and unauthorised repairs

If the product has been structurally modified, altered or repaired by a person not authorised by SLF24, the guarantee will not cover any failure caused or contributed to by that modification, alteration or repair.

This does not mean that unrelated work automatically cancels the entire guarantee. The exclusion applies where the unauthorised intervention caused or contributed to the structural problem being claimed.

Environmental damage

The guarantee does not cover damage caused or contributed to by unsuitable environmental conditions.

This includes water damage, flooding, excessive moisture, damp, mould, prolonged exposure to unusually high or low humidity, extreme changes in humidity, storage in unsuitable conditions, direct exposure to significant heat sources, outdoor use or storage, or exposure to weather conditions.

Furniture should be kept in a suitable indoor domestic environment and used and maintained in accordance with the care instructions supplied with the product.

Domestic use only

Unless SLF24 has expressly agreed otherwise in writing, the 10 Year Structural Frame Guarantee applies only to products used for normal domestic purposes.

It does not apply to furniture used in commercial, institutional or public environments such as hotels, restaurants, offices, schools, care facilities, hospitality premises or other locations where the product is subjected to commercial or unusually intensive use.

Making a claim

To make a claim under the 10 Year Structural Frame Guarantee, the customer must contact SLF24 during the guarantee period and provide sufficient information for us to identify the product and assess the reported issue.

We may ask for the original order number or other proof of purchase, photographs, video recordings, product labels or batch information and a description of when and how the problem occurred.

Where photographs or videos are not sufficient to establish the cause of the problem, SLF24 may arrange for the furniture to be inspected by SLF24 or by an authorised technician.

It may sometimes be necessary to access the internal structure of the furniture, including removing a dust cover or other non-structural covering, in order to inspect the frame.

Requesting information or carrying out an inspection does not, by itself, mean that the claim has been accepted. A claim will be accepted under this guarantee where, following reasonable assessment, the problem is confirmed as a qualifying manufacturing or material defect affecting the internal load-bearing frame.

What happens if a valid frame defect is confirmed?

Where a valid claim is accepted under the 10 Year Structural Frame Guarantee, SLF24 will provide an appropriate remedy for the affected structural frame.

Depending on the nature of the defect, this may involve repairing or reinforcing the affected part of the frame, replacing a defective structural frame component or, where appropriate, replacing the affected furniture section.

A structural frame defect does not automatically entitle the customer to replacement of the complete sofa or furniture item.

Where the frame can reasonably and safely be repaired or the defective structural component can be replaced, SLF24 may use that solution to fulfil its obligations under this guarantee.

Where repair or component replacement is not reasonably practicable, SLF24 will determine an appropriate alternative remedy, taking into account the nature of the defect and any rights available to the customer under applicable consumer law.

Discontinued products, fabrics and components

Furniture collections, materials and components change over time and SLF24 cannot guarantee that the original fabric, colour, finish or component will remain available throughout the entire 10-year guarantee period.

Where a structural component is no longer available, SLF24 may use a suitable equivalent component that provides an appropriate structural solution.

Where accessing or repairing the frame requires disturbance of upholstery or another non-structural component, an exact visual match with an aged or discontinued material cannot always be guaranteed.

This does not extend the 10 Year Structural Frame Guarantee to upholstery or other components that are otherwise excluded from its scope.

Other product warranties

The 10 Year Structural Frame Guarantee is a specific additional guarantee relating solely to the internal load-bearing frame.

Other components of the furniture may be covered separately under SLF24's standard product warranty or under rights provided by applicable consumer law. The existence of the 10 Year Structural Frame Guarantee does not extend any shorter warranty applying to another component to 10 years.

For example, a fault affecting upholstery, cushions, springs, webbing, mechanisms, electrical equipment, feet or another non-frame component cannot be claimed under the 10 Year Structural Frame Guarantee simply because that component forms part of the same furniture item.

Your statutory rights

The SLF24 10 Year Structural Frame Guarantee is provided in addition to your statutory consumer rights.

Nothing in this guarantee affects or limits your statutory rights in relation to the goods.

Your statutory rights may provide remedies independently of this voluntary guarantee, including in circumstances that are outside the scope of the 10 Year Structural Frame Guarantee. UK law requires a commercial guarantee to make clear that those statutory rights remain unaffected.

Guarantee provider

This guarantee is provided by:

Smart Line Furniture Ltd.

Old Linen Court, 83-85 Shambles Street, Barnsley, South Yorkshire, England, S70 2SB

SLF24 Customer Service: <https://slf24.co.uk/contact> (tel. +44 1905 959 021)