

The McKenzie & Willis Promise

When you purchase an item from the McKenzie & Willis range you can feel confident in your decision knowing that your purchase is covered by not only the New Zealand Consumer Guarantees Act and the product warranty of each of our manufacturers, but also 'The McKenzie & Willis Promise'.

At McKenzie & Willis we offer our customers a blanket warranty on all the items within our range which will never be less than your existing rights and can often be significantly more than is outlined in the Consumer Guarantees Act and our individual manufacturer's product warranties.

'The McKenzie & Willis Promise' is essentially our personal warranty and details the rights you have as a valued customer of McKenzie & Willis to remedy any legitimate issues that arise with any product in our range.

Your rights, in relation to the product performing as you would expect, are protected by the New Zealand Consumer Guarantees act as well as the individual manufacturer's product warranty as is the minimum standard in New Zealand.

Furniture

Sofas

- 10 year warranty on Frames
- 10 year warranty on Workmanship
- 5 year warranty on Fabric and Leather
- 5 year warranty on all Mechanisms

Dining, Occasional & Accessories

- 10 year warranty on tables, occasional furniture and frames
- 5 year warranty on dining chair upholstery
- 2 year warranty on barstool hydraulics and mechanisms

Outdoor

- 5 year warranty

Beds

Mattress & Bases

- 10 year warranty

NZ Made Bedroom Furniture

- 10 year warranty

International Bedroom Furniture

- 5 year warranty

Floor Coverings

- All floor covering products in the McKenzie & Willis range are covered by the specific manufacturer's warranty for that product.
- These warranties will differ between manufacturers and products. We will discuss this with you and provide further information at the time of purchase.

Home Linens

Duvet Inners, Pillows & Underlays

- 2 year warranty

Duvet Covers, Sheets, Towels & other items

- 2 year warranty

Window Furnishings

Curtains & Romans

- 5 year warranty

Workmanship

- 5 year Domestic warranty
- 2 year Commercial warranty

All curtains and blinds have a 5 year warranty against faulty workmanship. We will repair any issues that arise due to workmanship at no charge.

If your curtains or blinds are outside of the warranty period a charge will apply for the repair and a quote can be prepared on request.

Tracks

- 5 year Domestic warranty
- 2 year Commercial warranty

Luxaflex

- 5 year Domestic warranty
- 2 year Commercial warranty

Santa Fe

- 3 year warranty

Remedies

If you have a fault or issue with your item from the McKenzie & Willis range within the warranty period please contact your branch as soon as it is discovered so it can be remedied immediately.

The remedy used to address the fault or issue will differ based on the seriousness of the fault or issue. The three remedies used by McKenzie & Willis are:

Repair

In the first instance we will always try to repair your item in order to remedy the fault or issue.

All repairs will be conducted within a reasonable amount of time and we will remain in regular contact with you throughout the process.

Replace

If the fault or issue with your item is not able to be repaired we will replace it for you with the same or a comparable product.

Refund

If the first two remedies are not applicable for the fault or issue with your item, such as the product line is discontinued and comparable products available are not suitable, we will refund the total purchase price of the item.

Exclusions

Our sales consultants will discuss with you and provide literature on the specific care instructions and proper usage for your item at the time of purchase. Following the care instructions and the proper usage is essential to preserving your rights under the warranty.

Warranty Exclusions:

Direct or Indirect Sunlight

If your item has experienced excessive and unexpected fading within 12 months of purchase we will consider it a warranty issue on a case by case basis if the correct precautions have been taken.

Water Damage

You will not be able to claim any repairs, replacements or refunds on any items purchased from the McKenzie & Willis range that have sustained damage from water.

Mildew

You will not be able to claim any repairs, replacements or refunds on any items purchased from the McKenzie & Willis range that have sustained damage from mildew. This is caused by the combination of the materials used to construct the item and the atmospheric conditions within your home.

Soiling

You will not be able to claim any repairs, replacements or refunds on any items purchased from the McKenzie & Willis range that have sustained damage through soiling.

Product Misuse

You will not be able to claim any repairs, replacements or refunds on any items purchased from the McKenzie & Willis range that have sustained damage through misuse of the item. The New Zealand Consumers Guarantees Act outlines that an item must be 'fit for normal purpose and any other particular purpose you have told the trader you want them for'. If you feel the item you are purchasing may be used outside of what is considered normal for its product type please discuss this with us at the time of purchase.

Commercial Use

You will not be able to claim any repairs, replacements or refunds on any items purchased from the McKenzie & Willis range that have been used in a commercial environment, aside from the 2 year Window Furnishing commercial warranty.

Commercial Use is considered alongside what is stated above regarding usage of an item being 'fit for normal purposes'. If you are unsure - please discuss this with your sales consultant at the time of purchase.

Fabric Movement

(Window Furnishings Specific)

You will not be able to claim any repairs, replacements or refunds on any items purchased from the McKenzie & Willis Window Furnishings range that have been affected by fabric movement.

This is caused by the combination of the natural fibres and the atmospheric conditions within your home.

Washing or Dry Cleaning

(Window Furnishings Specific)

You will not be able to claim any repairs, replacements or refunds on any items purchased from the McKenzie & Willis Window Furnishings range that has experienced shrinkage or discolouration due to washing or dry cleaning.

Failure to Follow Care Instructions

You will not be able to claim any repairs, replacements or refunds on any items purchased from the McKenzie & Willis Home Linens range that have been affected by not following the care instructions provided by both McKenzie & Willis and the manufacturer. This includes the misuse of cleaning detergents as some can burn or bleach the fabric during the washing cycle.

Seconds and Clearance items

Seconds and clearance items that have a pre-identified flaw are not covered by this warranty and your consultant will advise you at the time of purchase.