

Warranty (Indoor use only)

A 5-year warranty covers the structural integrity of furniture and product. Environmental conditions and temperatures exceeding the norm, can affect the performance and appearance of your furniture, causing changes such as shrinkage, expansion, bowing, splitting, cracking and colour change, which cannot be warranted.

These conditions include direct sunlight or exposure to heat sources such as underfloor heating, vents, fireplaces , wall heaters and air-conditioned environments with less than 10% relative humidity and temperatures above 35 degrees. As our finishes are subject to everyday wear and tear, they cannot be warranted.

Claims for removal and/or installation, transport or freight will not be covered.

As the designers and manufacturers of Nicholls Design furniture, we understand the importance of your investment. Each piece is a statement in its own right, designed to enrich and elevate your home or workplace. We also understand that accidents can happen and your furniture may incur unintentional damage over time. If you have damaged your piece, please feel free to contact us for advice.

We ensure the quality of our designs and workmanship on our products, that they will provide a lifetime of enjoyment when they have been maintained and subject only to their intended use.

We only use the highest quality materials and finishes at Nicholls Design. We are committed to sourcing timbers from sustainably managed forests from Australia and overseas.

Our philosophy is simple, we only make furniture that lasts. Over their lifetime our products will need a little care and attention to ensure they can be enjoyed by generations to come.

Maintenance

Timber (Indoor use only)

Timber is a natural product that will respond to its environmental conditions. We recommend that you avoid extreme variation in temperature and humidity. Such as air-conditioned environments with less than 10% relative humidity, exposure to direct sunlight or temperatures above 35 degrees as this can cause shrinkage and splitting of timber.

Regularly wipe timber to remove dust and dirt - a microfibre cloth is ideal.

Timber does not like water so make sure never to leave liquid sitting on timber surfaces as it will penetrate and cause staining. Wipe up spills immediately with a damp cloth. Use a diluted mild dishwashing detergent on a dry-damp cloth for wiping down tables. The tone of the timber will alter over time with exposure to UV light, please protect timber from direct or reflected sunlight. Do not use cleaners or polishes as these may cause permanent damage to your furniture. Especially ammonia, Citrus or Alcohol based.

Care must be taken with dragging of ceramic items as they often have sharp undersides which will scratch the surface. Make sure Laptops and other hot items such as plates, tea/coffee etc have a heat barrier as the heat will cause discoloration.

Fabric

Care instructions will be included for all upholstered pieces from a third party supplier.