

Klever 20 Year Warranty

We're so confident in the quality and workmanship of our products that they come backed by a 20-year warranty on all parts and components of the Klever range. This includes Klever Desk (frames & tops), Klever Neo & Klever Link electric components, Klever Screen, Klever Acoustics, Klever Arm, Klever Mesh and Klever Storage.

Klever promises the original purchaser that it will repair or replace with a comparable product, at its discretion and free of charge (for material and components) any product, part or component which fails under normal use over the duration of specified warranty term (taken from the date of purchase). Normal commercial usage is defined as the equivalent of a single shift, 40-hour work-week.

Upon lodging a warranty claim, a copy of the original purchase order (or advise of this purchase order reference number) along with a detailed description of the service required and a photograph or video outlining the fault, must be provided to Klever.

Goods purchased from Klever are covered by guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act. The Customer is entitled to a replacement or refund in a case of major fault, and to compensation in the case of reasonably foreseeable loss or damage. Goods will also be repaired or replaced if they fail to meet acceptable quality standards and the failure does not amount to a major failure.

Minor variations in dimensions, colour, grain, or finish in Goods received by a Customer, when compared with images or descriptions on the Website, are not covered by this Warranty. The Warranty does not cover damage that affects only packaging. Goods will also be repaired or replaced if they fail to meet acceptable quality standards and the failure does not amount to a major failure.

Warranty Exclusions:

This warranty does not apply and no other warranty applies to:

- Products that were not installed, used or maintained in accordance with Klever instructions.
- Normal wear and tear, which is to be expected over the course of ownership.
- Upholstery fabric (including mesh) and textiles.
- Abuse, misuse, accident, or repeated knocks, for example by rigid armrests against laminated desk edges.
- Alteration or modification of the product including substitution of Klever components with any unauthorised non-Klever components.
- Variations occurring in surface materials (e.g. colour fastness, sheen on laminates or matching grains, textures and colours across dissimilar lots).
- Upholstered armrests.
- Products used for rental purposes.

To the extent allowed by law, Klever makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. Klever will not be liable for any consequential or incidental damages.