

Warranty & Continuity of Supply



New Design Group design and manufacture to exacting standards and submit to stringent testing. Our products are warranted against defective materials, workmanship and performance under normal use for a period of 5 years, excluding ordinary wear and tear. This warranty becomes invalid if the product shows signs of abuse or improper handling. New Design Group products have a continuity of supply for 10 years.

New Design Group recommends that all products are installed by our fitting teams. Where products have been installed outside of New Design Group recommendations there is a higher chance of the warranty becoming invalid.

New Design Group solid timber surfaces, in partnership with Spekva, offer a 30 year warranty against faults and changes not caused by the wood's natural "life". Full warranty details can be supplied on request.

Where Fabric is used, New Design Group is limited to the individual upholstery supplier's warranty and advice on normal wear and tear.

Where 3rd party audio-visual, power and data products are used in conjunction with, and not supplied by, New Design Group, warranties are limited to the individual supplier or manufacturer of said audio-visual, power and data products.

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