



Philosophy of Quality

Furniture from i-Design comes with a promise - a promise of quality. Our assurance of quality begins with our guarantee to use only the finest materials available, the latest production technologies and the most stringent quality control standards. i-Design constantly and systematically monitors all materials being used in the manufacturing process for quality and durability. Throughout the entire manufacturing process our staff monitor exceptionally high quality control standards on a continuous basis.

i-Design Product Information

5 Year Warranty

i-Design extends to its customers a 5 year warranty on all of the plywood furniture manufactured by the company. The 5 year warranty consists of our option to repair the defective material or part or to supply a free-of-charge replacement, provided that suppliers have original replacement parts available. In cases where original replacement parts are not available, we reserve the right to supply replacement parts of equal value. Installation and other costs are not included in the warranty. The warranty becomes effective from the date of original delivery to our customer and is not extended by the recognition of a claim on the warranty.

Requirements for the warranty are: the design and installation must be undertaken by authorised i-Design fitters; strict appliance to care and maintenance guidelines given by i-Design.

Exclusions from the warranty are: Electrical appliances provided by but not manufactured by i-Design - these are covered by the separate warranty of each individual supplier which will be provided separately.

Natural wear and tear, which has occurred due to dampness, extreme fluctuations in room temperature, excessive heat or other climatic influences or incorrect handling. Defects which the customer or a third party has attempted to repair without the express written permission of i-Design. Small variations in size, form, colour and finish. Colour variances between combinations of parts made from different or the same types of materials even when supplied in the same colour or finish.

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Colours and Materials

The introduction of various elements in one colour but made from different materials with different surface characteristics such as solid wood doors, veneered panels and shelves is influenced by technical, environmental and economic factors. e.g. material characteristics, availability, consistency, recycling. A colour is established which conforms to standards of regular daylight. Different materials and surface finishes react to each type of lighting differently (commercial store lighting, daylight etc.) and may appear to be different. This effect is also possible with light coloured laminates and lacquers even when the materials and surface finishes are identical.

Owing to the many factors described above, colour and grain variations, even on parts described as the same finish, are inevitable and are not grounds for replacement or reclamation.

FSC Certification

The Forest Stewardship Council (FSC) is an international non-profit organisation established to promote the responsible management of the world's forests in accordance with standard criteria. The FSC describes how the forests have to be managed to meet the social, economic, ecological, cultural and spiritual needs of present and future generations. The FSC criterion not only protects endangered and rare species and the forests from over exploitation, they also ensure that human rights with particular attention to indigenous peoples are adhered to. Yearly controls of all certified companies, both in the forest industry and the follow-on, secondary industries results in a high level of transparency, credibility and reliability. The FSC is for these reasons the only forest certification system that is supported by environmental and social associations as well as the forest and wood industries. All plywood used by i-Design has FSC certification.

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