

## Hm61

### **Product guarantee and continuity of supply**

Hitch Mylius is committed to producing upholstered furniture of the highest calibre in terms of materials and workmanship. Generally accepted industry standards and customer's specific requirements are adhered to as a matter of course.

Our products meet all relevant Fire Safety Legislation in accordance with BS 5852 Parts 1 and 2, and BS EN 1021-1+2:1994, and BS 7176 standard for contract upholstery. All foams are CMHR.

Hitch Mylius offers a **5-year guarantee** against defects in materials and workmanship subject to normal usage and excluding any defects in the covering material (which will normally be guaranteed by the manufacturer/supplier thereof). Any remedial measures will be undertaken quickly and efficiently within a mutually agreed time frame to suit as far as possible the convenience of the client.

Raw materials and components supplied by sub-contractors are checked on receipt for compliance with our specification. Products are checked for quality standards throughout the manufacturing process, and prior to packing. All goods are packaged appropriately for transportation, including complete wrapping in heavy-duty polythene. All packages are labelled with customer details and order number.

Transportation and installation are generally carried out by company staff in our own vehicles. Extreme care is taken to ensure that orders are delivered in perfect condition, and, if required, products are unwrapped, placed in position and all packaging removed.

It is our policy to give a personal, prompt and totally reliable service. Promises will be kept and delivery deadlines will be adhered to as closely as possible. Any variance to stated conditions will be mutually agreed, as far as possible in accordance with the client's requirements.

We undertake to provide **ten years continuity of supply** on this product.

December 2004

Hitch Mylius Limited