MAY 2026

EDEN
Take a seat

Eden Warranty

5 year

EDEN 5 Year Warranty
Normal commercial use situations

(UP TO 50 HOURS PER WEEK)

For chairs supplied for use in New Zealand, the EDEN 5 year warranty covers the following:

– Faulty workmanship.
– Mechanical or construction failure.
– Freight and repair labour costs within New Zealand.

For 5 years from the date of dispatch from our factory, Eden will either repair or replace (at our sole discretion) free of charge, chair parts or whole chairs that exhibit materials or construction failure, or faulty workmanship, when products have been in use in normal commercial-use situations, provided no exceptions below apply, and provided the claim is made within 5 years from the date of dispatch from our factory.

Eden will also arrange and cover the freight and repair labour costs free of charge within New Zealand, provided the claim is made within 5 years from the date of dispatch from our factory.

EDEN 5 Year Warranty
24-hour or Heavy-Use situations

(ABOVE 50 HOURS PER WEEK)

For chairs supplied for use in New Zealand, a reduced term warranty applies.

For 2 years from date of dispatch from our factory, Eden will either repair or replace (at our sole discretion) free of charge, chair parts or whole chairs that exhibit materials or construction failure, or faulty workmanship, when products have been in use in 24-hour or heavy-use situations, provided no exceptions below apply, and provided the claim is made within 2 years from the date of dispatch from our factory.

Eden will also arrange and cover the freight and repair labour costs free of charge within New Zealand, provided the claim is made within 2 years from the date of dispatch from our factory.

What is not covered by the EDEN 5 Year Warranty?

The following are not covered by the EDEN 5 Year Warranty, in normal commercial use or 24-hour or heavy-use situations:

– Normal wear and tear.
– Upholstery fabric or materials performance.
– Colour fading on any components or materials.
– Timber discolouration.
– Damage caused by misuse or intentional damage.
– Damage resulting from unauthorised modifications or repairs.
– Damage resulting from a failure to adhere to Eden's chair care procedures.
– Any issues resulting from improper assembly where a party other than Eden is responsible for assembly of the chair, i.e. where the chair assembly has not been conducted by Eden or a directly nominated representative thereof.
– Any consequential or incidental damages, including property damage or personal injury arising from product failure.