



Warranty Policy

Last Updated: August 2026

Our Commitment

At Antwerk, every piece is designed with intention and crafted with care.

We believe furniture should last for generations, not seasons.

Every project leaving our workshop reflects our commitment to quality materials, thoughtful design and exceptional craftsmanship.

This Warranty Policy explains what is covered under our warranty and how we will assist should a manufacturing issue arise.

Warranty Coverage

Antwerk warrants that all furniture manufactured by us is free from defects in materials and workmanship under normal residential use.

Where a manufacturing defect is confirmed, Antwerk will, at its sole discretion:

- repair the product;
- replace defective components;
- replace the furniture;
- or provide another appropriate solution.

This warranty applies only to the original purchaser unless otherwise agreed in writing.

Warranty Period

The warranty period begins on the date of delivery.

Unless otherwise stated:

Collection Furniture

Covered by the applicable statutory warranty under Belgian and European legislation.

Bespoke Furniture

Covered by the applicable statutory warranty together with Antwerk's additional workmanship warranty as specified in the project agreement.

Different components supplied by specialist manufacturers may carry their own warranty periods.

What Is Covered

The warranty covers manufacturing defects including:

- structural defects;
- faulty workmanship;
- defective joints;
- manufacturing defects in supplied hardware;
- defects resulting from incorrect assembly by Antwerk.

Each warranty claim will be individually assessed.

Natural Materials

Antwerk primarily works with natural materials including solid wood, natural stone, steel and other authentic finishes.

Natural variations are an essential part of every piece.

These include:

- wood grain;
- knots;
- mineral markings;
- stone veining;
- colour differences;
- texture variations;
- natural ageing;
- slight movement caused by humidity.

These characteristics are not defects and are therefore not covered under warranty.

Natural Ageing

Furniture naturally changes over time.

Examples include:

- timber becoming richer in colour;
- slight movement of solid wood;
- subtle patina development;
- minor surface changes due to daily use.

These changes are considered part of the natural character of handcrafted furniture.

What Is Not Covered

This warranty does not cover:

Normal Wear

Including:

- scratches;
- dents;
- marks;
- minor abrasions;
- fading;
- ageing.

Improper Use

Including:

- standing on furniture;
- outdoor use unless specifically designed for it;
- misuse;
- overloading.

Improper Maintenance

Including:

- aggressive cleaning products;
- abrasive materials;
- chemical cleaners;
- pressure washing;
- steam cleaning.

Environmental Conditions

Damage caused by:

- excessive humidity;
- excessive dryness;
- direct sunlight;
- extreme temperatures;
- flooding;
- water exposure;
- fire;
- smoke.

Third Parties

Damage resulting from:

- transportation by others;
- installation by third parties;
- moving furniture after delivery;
- modifications;
- repairs without written approval.

Accidental Damage

Including:

- impacts;
- dropped objects;
- pets;
- children;
- vandalism;
- intentional damage.

Commercial Use

Unless specifically agreed otherwise, Antwerk furniture is intended for residential use. Commercial, hospitality or public use may require different materials and construction methods.

Furniture used commercially without prior agreement may not be covered under this warranty.

Care Requirements

To maintain warranty coverage, the Client agrees to follow the Antwerk Care Guide.

This includes:

- regular cleaning using appropriate products;
- maintaining suitable indoor humidity;
- protecting surfaces from excessive moisture;
- avoiding prolonged direct sunlight;
- using coasters and protective pads where appropriate.

Failure to follow these recommendations may affect warranty coverage.

Warranty Claims

If you believe your furniture has a manufacturing defect, please contact Antwerk as soon as reasonably possible.

Please include:

- order reference;
- photographs;
- description of the issue;
- date the issue was noticed.

Additional information may be requested to assess the claim.

Inspection

Antwerk reserves the right to inspect the furniture before determining whether the issue is covered.

Inspection may take place:

- remotely;
- at the Client's location;
- or at our workshop.

Repairs

Where possible, Antwerk prefers repairing furniture rather than replacing it.

Repairs performed under warranty do not extend the original warranty period unless required by law.

Replacement

If repair is not reasonably possible, Antwerk may replace:

- individual components;
- specific structural elements;
- or the complete furniture piece.

Replacement materials may differ slightly due to the natural characteristics of wood, stone and other authentic materials.

Limitation of Warranty

This Warranty applies only to manufacturing defects.

It does not constitute a guarantee against:

- everyday wear;
- accidental damage;
- changes caused by natural materials;
- misuse;
- improper maintenance;
- environmental influences.

Nothing in this Warranty limits statutory consumer rights under applicable legislation.

Transferability

Unless otherwise agreed in writing, this Warranty applies only to the original purchaser and is not transferable following resale.

Governing Law

This Warranty shall be governed by Belgian law together with applicable European consumer legislation.

Contact

For warranty assistance, please contact our team via our contactform on our website.

Our Promise

Furniture is made to be lived with.

It should gather memories, develop character and become part of the spaces we call home.

At Antwerk, we stand behind every piece we create and remain committed to supporting our clients long after delivery.

Timeless by design. Made to remain.

*Thank you for placing your trust in **Antwerk**.*