Sculpture Warranty Coverage: Manufacturing Defect or User Error?



Sculptures differ fundamentally from conventional consumer products in terms of their production process, materials used, and display conditions. Determining warranty conditions for an electronic device or a home appliance is relatively straightforward because the usage environment and conditions for such products are largely standardized. With sculptures, however, the situation depends on far more variables. Factors such as whether the piece is displayed outdoors or indoors, what climate conditions it is exposed to, whether sculpture maintenance is carried out regularly, and whether sculpture installation details have been executed correctly directly determine the lifespan and appearance of the product. For this reason, the matter of warranty in the sculpture sector must be evaluated within its own unique framework.

Why Can't a Standard Warranty Be Offered?

Sculptures can be sensitive to many external factors such as duration of sun exposure, humidity levels, sudden temperature changes, contact with chemical substances, and physical impacts. These factors depend entirely on the usage environment and the habits of the user. The rate of wear and visual change between a sculpture displayed outdoors in intense sunlight for years and one preserved in a climate-controlled indoor space can differ greatly. In addition, sculpture delivery processes represent one of the biggest obstacles to standard warranty models. Accepting a sculpture as a return on the grounds that it is damaged, repackaging it, shipping it, and evaluating it creates a serious burden of time and cost for both the customer and the manufacturer. For all these reasons, warranty in the field of sculpture must be handled differently from the conventional consumer product logic.

Manufacturing Defect Based Liability

Although it is not possible to offer a comprehensive warranty, taking responsibility for errors arising from the production process is a fundamental necessity both ethically and professionally. Manufacturing defects can be defined as follows: voids or structural weaknesses within the sculpture materials, painting that does not match the color specified in the order form, missing or incorrectly installed hardware, surface cracks that occurred prior to delivery, and deformations that disrupt the structural integrity of the form. Such issues are taken into evaluation provided they are reported to us with photographic documentation within 15 days of the product being received. If the review concludes that the problem is manufacturing related, the necessary support is provided.

User Related Issues Are Excluded

The vast majority of problems that arise over time with sculptures are related to usage conditions and lack of maintenance. Such situations are kept outside the scope of liability. Excluded situations include the following: color changes resulting from prolonged direct sun exposure, damage caused by incorrect or incomplete installation, surface deterioration caused by incorrect cleaning products or chemical substances applied by the user, physical impacts, breaks and cracks resulting from falls or accidents, and use in environments not suitable for outdoor conditions. The fundamental reason these items are excluded from coverage is that the damage in question is related entirely to external factors rather than production quality. No matter how meticulously the production process is carried out, no material can remain long lasting under incorrect usage conditions.

What Should Be Done When a Problem Occurs?

When a problem is noticed in a sculpture after delivery, the first thing to do is to take photographs that clearly document the issue and send them to us. A preliminary evaluation based on visuals provides great convenience in understanding the source of the problem. Photographic application both speeds up the process and prevents unnecessary shipping and return costs. Visuals that reach us are examined by our expert team; in cases evaluated as manufacturing related, solutions are shared. This process is carried out meticulously in order to resolve our customer's grievance as quickly as possible and to establish a long lasting relationship of trust.

Maintenance Is Essential for Long Lasting Use

Whether a sculpture can preserve its appearance from the first day over the years depends largely on regular maintenance. Maintenance is not limited to simply cleaning the surface. Periodically checking mounting points, renewing protective coating on works displayed outdoors, and monitoring the humidity and temperature conditions around the sculpture are also integral parts of the maintenance process. Regular maintenance not only extends the life of the work but

also ensures that potential minor issues are noticed and addressed before they grow. The maintenance guide to be provided with our products upon your request has been prepared to guide you through this process, and applying the recommended steps is the most reliable guarantee of long term satisfaction.

A Transparent Relationship Is Our Top Priority

This approach to warranty has been consciously adopted in order not to mislead our customers and to set realistic expectations. An understanding of responsibility that clearly defines its limits creates a much healthier and more sustainable relationship for both parties. Being by your side in issues arising from production quality and workmanship is our fundamental commitment. We evaluate every photographic application regarding any manufacturing defect that arises independently of usage conditions and manage the process with a solution oriented approach. Our goal is not simply to deliver a product but to produce a work that preserves its value and visual quality for many years. Do not worry about malfunctions arising from user error. Please know that we will not hesitate to inform you about how the problem can be solved and what steps can be taken.

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