

TERMS OF WARRANTY

Valid with proof of purchase only

I. FURNITURE TERMS OF USE

In order to ensure proper functioning and to extend the life of the furniture you have purchased, please comply with the following rules:

1. Furniture should be used according to its design and intended use, which means that you should not e.g. stand on the seats of chairs and countertops, sit on armrests, headrests and countertops, hang/dry clothing on chair backrests.
2. The furniture should be placed on a levelled surface (in order to maintain stability when sitting the legs should remain on the ground; do not lean over, do not rock on the chair).
3. The furniture should be used in indoor spaces, protected against harmful influence of weather conditions. It is advisable to maintain the following air conditions: temp. 10–35° C, relative air humidity 40–70%. The furniture should be placed at a distance of at least 1 m from the active sources of heat (radiators, stoves, fireplaces), and it should not be placed on a wet surface: floors/carpets. Non-compliance with the recommendations concerning the temperature and humidity may result in furniture deformation, change of shape of bent elements, cracking of wooden elements, damage to upholstery and plaiting, discolouration and degradation of painted surfaces of the furniture.
4. The furniture should be protected against direct sunlight. The impact of UV radiation may result in colour differences on various elements of furniture and degradation of coatings.
5. Usable surfaces of solid wood furniture or furniture with natural veneer must be protected against the direct influence of heat, moisture and chemicals e.g. hot kitchenware, irons, liquids, alcohol, solvents, as they may cause damage, such as discolouration or surface dulling. The furniture should be protected against liquids, alcohol and substances that may damage the surfaces and connection spots, e.g. they may cause cracks, detachments, blisters.
6. Liquids may also have negative influence on the furniture, as they may soak through the surface, leave stains or waters stain circles, e.g. cup-ring marks Spilled liquids should be immediately wiped dry. You must prevent liquids from getting into hard-to-reach areas.
7. The pads may be used in order to protect the usable surfaces of the furniture, however, you should pay attention that the material they are made of does not leave stains.
8. Sharp/rough (e.g. hard seams, clothing rivets) or heavy items as well as pet claws may damage wood, fabric, plaiting.
9. Colouring materials e.g. jeans may dye bright upholstery fabrics as well as natural and artificial leather.

10. Some products consist of wooden elements with square/rectangular cross-section and metal elements (e.g. guides, bolts, fasteners) and, therefore, it is necessary to pay special attention during the contact of children with a piece of furniture.
11. The furniture should be levelled and, if necessary, the components should be adjusted, e.g. hinged door, drawers, table bases. In case of floors which are susceptible to scratches it is advisable to place protective pads under the furniture.
12. Furniture requiring assembly must be assembled in accordance with the assembly instructions, using the appropriate tools. During the assembly you should take special care not to damage the components.
13. Furniture joints should be checked periodically. Clearances that occur as a result of using the furniture should be removed by tightening the appropriate screws and connectors.
14. During transport, after unpacking and during the use creases and folds may occur which can be reduced by shaking, tapping and/or smoothing the material with hand in order to obtain the previous shape.
15. Furniture like any product of this type are subject to natural wear during use, in particular, there may occur: colour fading, stretching and folding of the fabric/leather, dents of the seat foam, wearing through the material, pilling of fabric, loss of leather gloss, varnish becoming matt or shiny.
In case of natural leather the surface irregularities, scars, abrasions and small shade differences are typical features of natural materials and upholstery fabrics may have colour differences depending on the type of fabric and angle of incidence of the light.

II. FURNITURE CLEANING AND MAINTENANCE INSTRUCTION

1. Furniture should be cleaned regularly in order to prevent dirt/dust from accumulating and lying on the furniture for a long time.
2. The surfaces of furniture made of solid wood or natural and artificial veneer as well as surfaces containing glass should be cleaned with a dry, soft and clean cloth. Dirt should be wiped with a damp cloth and then immediately dried by wiping it with a soft and dry cloth. In case of visible soiling (grease stains) on the surface of the furniture you can apply the solution containing several drops of dishwashing liquid and one liter of water in order to clean it and then immediately dry the surfaces by wiping them with a dry, soft cloth. Using too much water is not advisable. High gloss furniture should be cleaned using a dry microfiber cloth. Cleaning should be carried out along wood fibres. When cleaning, do not exert too much pressure on the surface, in order to avoid irreversible polishing of the surface.
3. Do not use cleaning products containing abrasives, hard sponges, solvents and chemicals for cleaning. Avoid using chemical furniture preservatives, as they may have negative influence on the appearance of the paint coating.

4. Oiled furniture should be taken care of in accordance with the oiled furniture maintenance instruction attached to the piece of furniture.
5. Fabric upholstered furniture should be vacuumed with a vacuum cleaner with an upholstery brush. Artificial leather upholstered furniture should be cleaned with a soft, dry, clean cloth. The stains may be cleaned with a cloth slightly soaked in water with a mild detergent and wiped dry immediately. When cleaning, do not exert too much pressure in order to avoid irregular colour lightening. Natural leather upholstered furniture should be cleaned through regular dust removal, complete cleaning and maintenance of the leather is recommended to be carried out using special leather cleaning agents. The cleaning agent should be first tested in the less visible area of the furniture. Upholstered elements should not be dried: in the sun, using dryers or other heat sources.
6. The furniture with plaiting should be vacuumed with a vacuum cleaner using the function adjusted to gentle materials and upholstery brush. Minor stains may be removed by wiping with a damp cloth. Plaited furniture should be protected against dyeing liquids, as they may cause permanent stains.

III. WARRANTY TERMS AND CONDITIONS

1. The warrantor guarantees good quality and a proper functioning of furniture produced by them, under the conditions set out in this Warranty.
2. The warranty period shall be as follows:
2 years from the date of furniture sale confirmed by a valid proof of purchase,
3. The liability of the warrantor relates to physical defects of an item sold (furniture).
4. The warranty does not cover:
 - a) defects caused by improper or careless transport, handling or installation of furniture, unless these activities were carried out by the Warrantor.
 - b) defects resulting from the use of furniture contrary to the rules for use and maintenance and as a result of improper storage,
 - c) defects resulting from repairs or alterations of furniture made by the Purchaser, or on their behalf, by a person other than the Warrantor,
 - d) defects resulting from an improper arrangement of products (furniture) and the use of products (furniture) contrary to their original purpose,
 - e) characteristics of furniture resulting from natural aging and wear of furniture,
 - f) defects and activities resulting from improper maintenance, cleaning, adjustment of furniture,
 - g) for ready assembled furniture: defects, damage and quantitative deficiencies of elements and accessories visible at the moment of purchase,
 - h) defects and damage which resulted in the price reduction,
 - i) defects occurring after sale as a result of random events or due to force majeure, in particular fire or flood.
5. The complaint procedure under warranty shall not apply to heavily soiled furniture and to furniture that does not meet hygiene standards.

6. The manufacturer cannot be held liable for direct or indirect damage caused by the purchased furniture, where the furniture was purchased by the Purchaser for the purposes relating to their business or profession.
7. Liability of the manufacturer – Warrantor shall be limited to the amount equal to the price of the furniture subject to complaint. The Warrantor does not entitle the Purchaser to claim reimbursement for lost profits related to the defects in the furniture. Exclusions in the previous sentences p. 8. shall not apply to the Purchaser who is a consumer, i.e. a natural person purchasing furniture from the Warrantor for the purpose that is not related to their business or profession.
8. Complaints for the defects covered by the warranty shall be reported by the Purchaser to the Warrantor (data in sec. D) or at the point of sale (of the Seller) where the purchase was made, in writing, e.g. by e-mail, fax.
9. The warranty claim should include the following information: title (a claim under the warranty), details of the claimant, designation of the product (name and type of furniture, color of wood), the date and place of purchase, the seller's data, number of pieces subject to the claim, cause of the complaint (detailed description of the defect), date and description of how the defect was noticed, description of the circumstances of the furniture use. Please attach a copy/ photo/scan of the proof of purchase to the warranty claim, a photo of the defects in furniture and a photo of the label to identify the product.
10. Complaint time limits:
 - a) up to 7 days from the date of purchase of furniture in original manufacturer's packaging – concerning defects visible immediately after purchase: dents, scratches, dirt, fractures, defects in paint, mechanical damage (break off, tear, abrasions), quality deficiencies concerning elements/ fittings, damage, glass/mirror scratches, non-compliance of the purchased product with the order, colour incompatibility,
 - b) up to 7 days from the date on which the defect was noticed – concerning other defects.
11. The complaint shall be dealt with within 30 days from the date of receipt of the complaint.
12. In case of defects covered by the Warranty, the Warrantor will perform warranty service in the following manner:
 - a) if the defect which is the subject of the complaint is removable, the warranty service will be carried out by repair of the piece of furniture restoring its utility and aesthetic value,
 - b) if the defect of the piece of furniture is not removable or its removal would result in the reduction in the quality of the piece of furniture, the complaint will be processed by replacing the defective item/piece of furniture with another one which is free from defects. If the product is replaced with a new one from the current production – a new piece of furniture will be made according to the current design and production technology,

c) If the repair costs are high or it is not possible to replace the defective piece of furniture with a new one – free from defects for justified reasons, e.g. production discontinuance, introduction of significant technological changes, etc. The Warrantor reserves the right to reimburse the price of the piece of furniture subject to complaint if the defective piece of furniture is returned, however, the reimbursement applies only to the defective piece of furniture,

d) the decision concerning the type of warranty service is made by the Warrantor.

7. The warranty service will be provided within:

a) in the case of furniture repair: up to 14 days from the date of delivery of the piece of furniture by the warranty holder to the production plant of the Warrantor, up to 30 days from the date of processing the complaint, if the repair is performed by the Warrantor in the factory or in the service centre of the Warrantor in the place indicated by the warranty holder

b) in the case of replacement of the piece of furniture: up to 30 days from the date of processing the complaint.

8. The furniture or replaced elements of the furniture become the property of the Warrantor.

9. It is not considered to be a delay in complaint processing if the Warrantor could not perform the warranty activities for reasons attributable to the Purchaser. In such an event, the Warrantor shall process the complaint within a new deadline agreed upon with the Purchaser.

10. In the event of calling the Warrantor's service without justification, any resulting costs, including the transport costs shall be incurred by the Purchaser.

11. By granting this warranty, the Purchaser's rights arising from the provisions of the guarantee against material defects of the item sold specified in the provisions of the Act of 23.04.1964 are not limited, suspended or excluded. The Polish Civil Code