



OUR GUARANTEE CONDITIONS – FOR A LIFE-LONG BUSINESS RELATION

- For a period of five years from their delivery to the end customer, Kinnarps guarantees that delivered standard products - i.e. those included in Kinnarps regular range - shall be free of defects of material and function as regards the quality with which they were supplied by Kinnarps. This guarantee assumes that any complaints referring to damage in transit sustained during delivery or to products not supplied in full (i.e. "end-of-line stock") shall be made within ten days of receiving the goods.
- According to this guarantee, Kinnarps undertakes, on the basis of its own judgement, to either repair the defect or supply a new alternative product of equal value. The defective product shall be returned to Kinnarps specifying the order number referring to the original delivery.
- This guarantee applies under the condition first that the product is used in a normal environment and is not exposed to undue force or other excessive stress, and second, that it is used, maintained and stored according to Kinnarps' directions.
- The guarantee does not, however, cover fabrics that are either supplied by the customer or obtained by Kinnarps specifically on behalf of particular customer/customers or distributors, and that not belong to the range of Kinnarps standard fabrics.
- Neither does the guarantee cover damage due to wear on wheels, surface treatment or cover materials whose durability depends on how the product is used in each specific case, assuming the damage was not already present at delivery.
- Neither does the guarantee cover natural variations and/or changes in colour and structure of the materials used in the product.
- Apart from its undertaking as specified in second section either to repair or replace the product, no other compensation shall be paid by Kinnarps for defects or deficiencies covered by this guarantee. As a matter of form, Kinnarps makes it clear that its responsibility does not cover compensation for indirect damage.
- This guarantee implies no intention to restrict the buyer's right on the basis of the mandatory legislation prevailing in the country concerned.