Warranty Statement

Valid for orders placed from 01/08/2022

We make quality and modern workspaces available to more people. By focusing on meaningful innovations, proven solutions, and globally relevant design, we deliver products that stand the test of time. We are confident that our furniture will have the same value years from now as it was the first day you bought it. That's why the 10-year warranty is our promise not only to you but also to the environment, to minimize the negative impact of human activities by firstly reducing consumption.

This is our promise of longevity and sustainability.

10

year warranty

Terms of the warranty

- The warranty period starts from the date of sale of the Products to the Buyer.
- The warranty is valid only if a VAT invoice is provided. The Seller reserves the right not to prosecute warranty obligations if the Buyer has not provided the document mentioned above or if the document is incomplete or illegible.
- In order to be entitled to services under this warranty, a written notification regarding the damage must be submitted to Manufacturer immediately after it occurs.
- During the applicable warranty period, Manufacturer, at its option, will repair or replace any Product, part or component, covered by this warranty and sold after the effective date of it, considering Product fails under normal use as a result of defect in material or workmanship. Warranty cases are solved according to the claim management standard.
- For Product replacement, the same procedure as for the ordering of new Products is followed.
- Manufacturer reserves the right to request the return of damaged warranty Products before exchanging them.
- Extended Product use for more than 8 hours a day, 5 days a week will reduce the warranty period proportionally.
- Warranty repair execution can be carried out in the Buyer's, Sellers or Manufacturers premises, by Manufacturer, Seller or its authorized specialists. Assembly works and additional services are provided by the Seller.
- The non-warranty repair is carried out at the prices which are valid on the day when the Product's defect is declared.
- The warranty period includes the period during which the Buyer could not use the Product because of its defect.
- Warranty repairs do not represent the start of a new warranty period.
- The furniture covered with the natural wood veneer may not have the same wood structure and pattern. There might also be minor cracks or branch structures typical for natural wood. Over the time Product's coating shade might also change. This is not perceived as Product's quality defect or the deterioration of the quality.
- Manufacturer in no event shall be liable to any customer or any third party for any consequential, economic, indirect or incidental damages arising from the product defect, except cases where the consumer protection laws stipulate otherwise.
- Responsibility for damage that occurs to the product in transit depends on the agreed Incoterms conditions. Product defects, damage or discrepancies during transit should be claimed according to the claim management standard.

Non-standard furniture

- Non-standard furniture, which is made by unique, custom design or which has non-standard modifications, functions or other non-standard construction solutions, considering NARBUTAS standard furniture range at the time, 2 years warranty applies.

Exclusions

Limited warranty applies for these products and components:

- 5 years warranty for SILENT ROOM, SONUS acoustic pods, EIRA task chairs, D-CHAIR task chairs, height adjustment mechanisms for ACTIVE, B-ACTIVE, EASY, JAZZ, MOTION, MOTION EXECUTIVE, MOVE&LEAD, Q-ACTIVE desks, drawers, sliding and tambour type doors, gas lifts, castors, glides, worksurfaces, foam parts, upholstery materials (fabric, textile).
- A two-year warranty for furniture electronic components, leather coverings, concrete bases, foldable frames, adhesive and suspension fittings.

Warranty service is applicable only if the Product defects are identified before the end of the warranty period.
In any case, the warranty is not valid and is not applicable:

- If the Buyer or a third party dismounted, irresponsibly transported Products, improperly assembled them, damaged or lost their parts.
- If the fault or defect in the Product is caused by nonconformity of furniture installation, care and exploitation instructions.
- If the Product was used or exposed to unsuitable environmental conditions (excessive humidity, exposure to chemicals or outdoor settings if not meant to be).
- If defect appears because the Buyer of the Products assembled or temporarily stored it in the premises where the construction or decoration works took place.
- If the breakdown or defect appeared because of force majeure or accidents.
- If the Buyer has not informed about the defects and breakdowns within a reasonable time after he noticed or should have noticed the defects.
- If the Product, part or component is considered to be consumable (e. g. light bulbs, batteries).
- For normal wear and tear (e.g., changes in surface finishes due to aging or exposure to UV light), pilling of textiles, wrinkles, scars or other distinguishing marks occurring naturally on leather.
- For glass breakage, mechanical damage and scratches of materials, the damage of Products, and losses occurring during the exploitation of Products due to improper usage or conduct, as well as the non-standard use or improper interference by the third parties (violations).
- For differences in the linearity of grain in melamine faced chipboard and laminates occurring within the same batch, matching of colors, grain or texture.

To the extent allowed by law, any implied warranties are disclaimed and, to the extent they are legally required, are limited in duration of this written warranty. This warranty does not exclude or restrict statutory rights which cannot be excluded by law.

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