

10 YEAR WARRANTY

INTERSTUHL STANDS FOR HIGH-PERFORMANCE SEATING SOLUTIONS THAT ARE „MADE IN GERMANY“. WE CREATE CHAIRS THAT GIVE PEOPLE MAXIMUM POSSIBLE BENEFITS - FROM TECHNICAL, AESTHETIC, ERGONOMIC, ECOLOGICAL AND ECONOMIC POINTS OF VIEW. OUR TOP PRIORITIES ARE QUALITY AND SUSTAINABILITY. WE HAVE TOTAL CONFIDENCE IN THE UNCOMPROMISING RELIABILITY OF OUR SEATING. ONE HUNDRED PER CENT.

THIS MEANS THAT YOU CAN NOW TAKE ADVANTAGE OF OUR 10 YEAR WARRANTY.

THE 10 YEAR WARRANTY APPLIES TO ALL INTERSTUHL PRODUCTS* AND ALL SPARE PARTS, **INCLUDING GAS SPRINGS AND MECHANISMS**. THIS WARRANTY COVERS GUARANTEED PRODUCTS MANUFACTURED BY INTERSTUHL FROM 1ST FEBRUARY 2016 ONWARDS.

INTERSTUHL WARRANTY CONDITIONS

Interstuhl Büromöbel GmbH & Co. KG („INTERSTUHL“) offers a warranty for the guaranteed products defined here, subject to the following conditions.

The warranty applies in addition to and without prejudice to any legal or contractual entitlements and rights that the claimant has.

Guaranteed products are all products by INTERSTUHL with the exception of electronic/digital products such as sensors.

This warranty covers guaranteed products manufactured by INTERSTUHL from 1st February 2016 onwards. The date of manufacture is stated on the label on the underside of the product.

The warranty covers guaranteed products that are used in Germany.

The only person entitled to make claims on this warranty is the owner of the guaranteed product. Other persons do not have the right to make claims on this warranty.

The warranty claim covers situations in which a guaranteed product suffers from a defect within the warranty period and a warranty exclusion does not apply.

The full warranty period is three years from the date of manufacture. The long-term warranty then covers the period from the start of the fourth year to the end of the tenth year following the date of manufacture.

Claims cannot be made on the warranty if

- The defect has been caused by the guaranteed product being installed, put into operation or transported incorrectly by or on behalf of the claimant; the guaranteed product being modified incorrectly (e.g. attempts at repair) by the claimant or by third parties that have not been authorised by INTERSTUHL; failure to observe safety regulations, operating instructions and installation standards; force majeure (storms, lightning strike, overvoltage, fire, etc.);
- The defect has been caused by normal wear and tear, natural deterioration or environmental factors;
- The defect has been caused by the claimant requesting a deliberate variation on the standard product or by any materials made available by the claimant.

If a warranty claim is made, INTERSTUHL shall remedy the defect – at its own discretion and at its own expense – by having the guaranteed product repaired by INTERSTUHL, a retailer or the claimant, or by supplying new or reconditioned parts. Spare parts shall be the property of INTERSTUHL.

If an inspection by INTERSTUHL reveals that a warranty claim cannot be made, and that the claimant could have known this, INTERSTUHL may charge a service fee for inspection and handling in accordance with its currently valid price list.

To make a claim on the warranty, INTERSTUHL requires the following information:

Description of the defect, model name, model number, order confirmation number, delivery note or invoice document (if applicable). This information about the chair and table models can be found on the label on the underside of every product. If this information is not provided, INTERSTUHL may refuse to process the warranty claim. The warranty claim can be processed even quicker and easier if INTERSTUHL is sent a photograph and/or a short video together with the information stated above.

A claim can be made on the warranty by sending this information to:

Interstuhl Büromöbel GmbH & Co. KG
Brühlstraße 21 , 72469 Meßstetten-Tieringen
Deutschland / Germany
Telefax +49 7436 871-88709
E-Mail: info@interstuhl.com

The guaranteed product must be sent to INTERSTUHL in its original packaging or packaging of equal quality.

This warranty is subject to German law. If the purchaser is a merchant as defined in the German Commercial Code, a legal entity under public law or a special fund under public law, the registered office of INTERSTUHL in Meßstetten-Tieringen shall be the exclusive place of jurisdiction – including on an international level – for all disputes arising from the warranty, either directly or indirectly.



Joachim Link
CEO



Helmut Link
CEO