

# General Warranty Conditions

## Conditions of making complaints

1. The instruction manual in cases of filing a complaint to the Business Partner is analogical to the ordering procedure. The warranty conditions constitute schedule No 1 to the *general terms and conditions of cooperation*.
2. Complaints shall be made in writing to the following address [claims@bejot.eu](mailto:claims@bejot.eu).
3. A complaint in writing includes references to purchase documents and full description of the damage and if the complaint pertains to product defects also photographic illustration.
4. Bejot undertakes to make its decision with regard to the complaint within 5 business days following the date of receiving the complaint. The Business Partner shall be informed about the manner and date of rectifying the defect.
5. Bejot supplies new components and collects damaged products only from the seat of the Business Partner who has purchased a given product from Bejot. Should the damaged components be replaced by the maintenance team of the Business Partner, the Business Partner is obliged to return the damaged components to Bejot within 14 days following the date of receiving new ones.
6. **In case of failure to return damaged components within the period determined in point 5, the Business Partner shall be charged with the cost of such components. Any other arrangements with regard to damaged components shall be made in writing.**
7. A complaint does not constitute the grounds to withhold the payment with regard to the product which is the subject of the complaint.
8. The costs incurred by Bejot in processing an unjustified complaint shall be borne by the Business Partner.

## General Warranty Conditions

1. Bejot guarantees efficient performance of its products.
2. The geographic scope of the warranty protection includes the territory of the Customer's country.
3. An in-warranty repair shall be performed after the following conditions are met:
  - 3.1. sending a warranty claim to the distributor of products manufactured by Bejot or, if the product has been purchased directly from Bejot, the complaint can be filed via e-mail to the address [claims@bejot.eu](mailto:claims@bejot.eu) (the warranty claim form can be downloaded from the website [www.bejot.eu](http://www.bejot.eu)),
  - 3.2. presenting a valid proof of purchase – invoice,
  - 3.3. submitting the faulty product to the distributor or the seat of Bejot (the product needs to be clean, packed and protected from damage in transport),
  - 3.4. attaching the warranty card.
4. **The warranty period for the products by Bejot varies:**
  - 4.1. A standard product used on a one-shift basis is granted a warranty period of 5 years.
  - 4.2. A standard product used on a two-shift basis is granted a warranty period of 2 years.
  - 4.3. A standard product used on a three-shift basis is granted a warranty period of 1 year.
  - 4.4. Selected collections are granted a warranty period of 2 years.

- 4.5. A non-standard product or a product which is characterized by dimensions, type of fabric, colour etc. which is not included in the current price and sampler list is granted a warranty period of 1 year.
- 4.6. The purchase of chair parts (i.e. wheels, mechanisms, plastic fittings etc.) is granted a warranty period of 1 year.
- 4.7. If the warranty period of a part of a product has been determined in the current price list as a period other than 5 years, the warranty period for this part shall be identical with the warranty period indicated in the current price list.
5. If on the delivery day the Customer has reservations about mechanical defects of the delivered product, it shall be obliged to fill in the shipping damage report **in the presence of the courier** or the haulier, obtain the courier's or the haulier's authorization by mean of signing the damage report and send it to Bejot together with the warranty claim.
6. Any visible or hidden defects of the product must be reported in writing on a special warranty claim form to be downloaded from the website [www.bejot.eu](http://www.bejot.eu).
7. The warranty claim should include the name and index No of the product, the invoice number, the address where the product which is the subject of the claim is stored, a detailed description of the defect as well as a photograph of the parts which are the subject of the claim. The necessary information to be sent, such as the name or index No, can be found on the label placed on the bottom side of the product. No label or changes made to the information included on the label result in the loss of warranty for the purchased product. The warranty claim should be accompanied by a copy or a scan of the purchase invoice.
8. Bejot shall be obliged to reply to the warranty claim within 5 business days, except for point 9, and perform the in-warranty repair within 14 days of processing the complaint or on any other date agreed and confirmed with the Customer.
9. If it is necessary to send the defective product or its sample to the manufacturer of the damaged part, the warranty claim shall be processed within 14 days of receiving by Bejot the results of the examination of the defective product samples.
10. If the subject of the complaint is an imported part and Bejot does not have it in stock and it is not possible to replace a given part with a different one, the part shall be replaced immediately after the component has been delivered to Bejot and the Customer shall be notified in writing of the potential date of adjusting the complaint.
11. A refusal to release the product or the faulty part for repair in Bejot or preventing the repair in the Customer's establishment shall result in releasing Bejot from the obligation to perform its warranty duties and waiver of any warranty claims.
12. If the warranty is not recognized, the Customer shall receive a written justification of the refusal to adjust the complaint and the product shall be sent back to the place of purchase at the Customer's cost.
13. Any repairs performed by unauthorized persons or failure to use original parts in the repair shall result in the loss of warranty.
14. The rights under warranty do not include the right for the Customer to demand the refund of lost profits or compensation for potential loss caused by the defect of the product.
15. Bejot reserves the right to alter and update the product in the way which does not influence its overall appearance.
16. Any defective products or parts which have been replaced become the property of Bejot.
17. The warranty claim does not give the Customer the right to withhold the payment for the products which are subject of a complaint.

**This warranty does not cover:**

1. Any damage caused during the assembly which fails to follow the manual.
2. Normal wear and tear of the product (wheels and upholstery fabrics etc.) as well as stains which result from normal use of the product.
3. Mechanical defects of the product which are caused by the influence of a destructive external force which is

not related to normal use of the product.

4. Any defects which occur during transportation and transshipment (except for transportation by Bejot).
5. Faulty operation or damage caused by improper use, user's negligence or misuse of the product.
6. Any defects which are the result of inappropriate selection of available options (e.g. the use of wheels unsuitable for a given surface). The proper selection of options does not exclude damages which may result from the use of inappropriate quality of floor panels, parquet etc. and dirt on them.
7. Differences in fabric shades of products which are successively purchased by the Customer and which are manufactured from fabrics of different production series of the fabric manufacturer.
8. Deformation of the foam. Such deformations are connected with the natural process of aging of polyurethane foam.
9. Products which have undergone any modifications or construction changes as well as any repairs performed by unauthorized persons.
10. Mechanical defects of coating of wooden and metal surfaces caused by misuse.
11. In case of products with wooden components the features of which depend on the nature of the raw material, which in turn makes it impossible to precisely determine the final aesthetic effect understood as colour, shade and wood pattern and the Polish Standard or other regulations do not state exactly the quality requirements, the manufacturer allows for slight variations resulting from the above characteristics within individual components.
12. In case of products with leather upholstery, any visible imperfections of surface, differences in dyeing level and blemishes constitute natural features of this material. In the most worn-out areas (e.g. the seat), leather becomes more shiny and loose, and creases and natural indentations appear. The manufacturer does not accept claims based on the above mentioned features.
13. Any stains, discolorations or changes in colour which are caused by transfer of pigment from clothing into the product (e.g. indigo dye transferred from trousers). This especially applies to Silvertex and Valencia fabrics (where protection layer of Permablok is used).

#### **Rules of proper use of the product:**

1. Instructions regarding the use of products which include solid wood elements and table tops:
  - 1.1 Temperature range: + 15 : 30° C
  - 1.2 Humidity range: 40 : 65 %
  - 1.3 Avoid direct contact with water.
  - 1.4 Protect the products from direct exposure to sunlight; they should not be placed next to sources of heat e.g. heaters, radiators etc.
  - 1.5 One should not place any object with a temperature exceeding 40°C directly on table tops; it is necessary to use additional mats.
  - 1.6 One should be very careful not to damage the surface of wooden components against the edges of a desk. Mechanical defects of wooden surfaces are not recognized as product defects.
2. Instructions regarding the use of plastic components
  - 2.1 Temperature range : 15 : 30° C.
  - 2.2 The product can be used after 2 hours following its unboxing in the place of destination owing to the product temperature adjustment.
3. Cleaning and maintenance of surfaces must be carried out in the following way:
  - 3.1 Wooden and metal components must be dusted with dry delicate fabrics (e.g. cotton).
  - 3.2 After initial cleaning, components made of wood or plywood must be conserved with delicate furniture maintenance products following the guidelines and recommendations of the manufacturer of such products indicated on the label.
4. Seats and chairs with leather upholstery should not be placed near radiators or other sources of heat.

5. Leather needs to be protected from noxious agents such as sweat, grease, cosmetics, dust, cleaning products or common dryness; therefore leather maintenance should be performed by means of special maintenance products which create a water and oil resistant coating.
6. Hard wheels (DEM, DEMA, USH) are used for soft surfaces – sheet flooring and carpets.  
Soft wheels (DEMD, DEMAD) are used for hard surfaces – parquets and floor paneling.