

General Terms and Conditions of Sale

I. **Prices**

This price list contains prices in EUR applicable from 1st March 2023 onwards.

All previous price lists are no longer valid. The prices shown are net prices and they do not include VAT. The price does not include the costs of installation and assembly of products. Some products are sold assembled and for these products no additional fee for installation or assembly is charged.

II. **Orders**

The manufacturer shall not accept any telephone orders. All orders shall be made in writing (e-mail, fax).

III. **Delivery**

The date of delivery confirmed by the Manufacturer shall only be an approximate date. The manufacturer shall not be liable for any losses suffered by the purchaser as a result of a delay or non-delivery. Unless the parties have agreed otherwise, deliveries shall be made on EXW terms at the Manufacturer's warehouse, at the cost and risk of the purchaser, through a forwarder indicated by the Manufacturer.

IV. **Payments**

The payment terms shall be agreed on with the purchaser.

V. **Complaints**

The customer shall inspect the shipment immediately after its receipt. Any complaints and/or possible visible transport damage (if transport is the responsibility of the Manufacturer; otherwise the Manufacturer shall not be responsible for any transport damage) shall be described in the proof of delivery/bill of lading immediately after receipt of the goods in the presence of the carrier.

Complaints regarding transport damage, which is not visible, shall be lodged in writing within 5 working days of the date of delivery. The purchaser shall not have the right to a return without the consent of the Manufacturer. If the purchaser obtains a consent to return the goods to the Manufacturer, they shall carefully pack the goods for shipment.

Once the risk associated with the goods has passed onto the purchaser, the Manufacturer shall no longer be responsible under these Terms and Conditions of Sale. The manufacturer shall not be liable for any indirect losses (e.g. loss of profit) or a loss resulting from time-related factors that the purchaser may incur as a result of faults or defects.

In the case of faults and complaints submitted in the warranty period, the purchaser shall adhere to the terms and conditions described in the General Terms and Conditions of Quality Warranty.

The manufacturer shall not be liable in the event of damage caused by improper or incorrect use or storage of the product in extreme temperatures and climate conditions, or in the event of use inconsistent with the Manufacturer's instructions.

VI. **Instructions concerning product use:**

- Products should be used in accordance with their intended purpose
- Products should be assembled in accordance with the assembly manual of a given product and used according to the instructions for use
- Do not use sharp tools when opening the packaging, since this can damage the product.
- Do not stand on furniture, sit on armrests or backrests, lean on armrests when getting up from a chair. The above-mentioned activities may cause an accident or damage to furniture
- Tighten up all bolts at least once every six months. Bolts loosen up during use which is a normal phenomenon. React straight away if you see loose bolts
- Only one person can sit on a chair (with a weight specified by the standard: up to 110 kg; no longer than 8 hours a day).
- A sofa can be sat on by no more persons than a given model was designed for.
- As standard, chairs are equipped with hard castors for soft surfaces. Castors for hard surfaces are available optionally
- The purchaser should choose the right castors so as to avoid damage caused by product use.