



CARL HANSEN & SØN
PASSIONATE CRAFTSMANSHIP

WARRANTY POLICY

Carl Hansen & Søn A/S, Hylkedamsvej 77-79, 5591 Gelsted, Denmark, guarantees that the purchased products are free from defects in workmanship and materials for five years.

If any defects should arise during the product's warranty period, Carl Hansen & Søn will repair or replace the affected part or parts of the product at our discretion and expense. Repairs or replacements must fulfil all Carl Hansen & Søn's obligations under this warranty and exclude any right to compensation.

This warranty does not cover damage or defects caused by:

- Wear and tear
- External events and actions, including misuse of the product, inadequate or incorrect maintenance, or improper storage contrary to Carl Hansen & Søn's recommendations.
- The usage of third-party materials on the product or changes made to the product without prior agreement with Carl Hansen & Søn.
- More intensive or abnormal use of the product than what can reasonably be expected for normal private use.
- Dramatic temperature variations or exposure to exceptional circumstances or conditions contrary to Carl Hansen & Søn's recommendations.

Natural variations occurring in wood and leather cannot be considered defects, and Carl Hansen & Søn does not guarantee colour resistance, matching of colours and textures or the surface hardness of such materials.

Complaints under the warranty policy as described above must be reported in writing to Carl Hansen & Søn's customer service department at webshop@carlhansen.dk within 30 days after they are discovered. Please write 'Complaint' and include the order number in the subject field.