



6. Guarantee on furniture

6.1 Any defect arising through production or material errors on furniture are guaranteed for 36 months following the delivery to the buyer or the end-user, provided that the buyer or the end-user proves that the furniture products was used normally and with due care.

6.2 The furniture guarantee does not apply for normal wear and tear, treatment without due care, color difference between furniture of the same color or prints on the furniture. Direct sunlight and heat from radiator may fade or dry out surface on woods, fabrics and leather, linoleum etc.

7. Complaints and remedies

7.1 Any complaint must be submitted in writing and must be received by ferm LIVING no later than seven (7) days after delivery. Damages of packaging shall be noted on the proof of delivery.

7.2 In the event of non-visible damage, the complaint must be submitted no later than seven (7) days from the day where the defects could have been ascertained upon careful inspection, however never later than three (3) months after the delivery date.

7.3 If a part of the order is delayed or defect, it's only possible to cancel this part of the order.

7.4 Any complaint must be specific, documented and contain a precise specification on the contents of the complaint. No returns will be considered without prior written approval by ferm LIVING.

7.5 Goods found to be defect by the buyer, must be returned to firm LIVING in their original and intact packaging and be properly wrapped. If the original packaging is damaged, the buyer is responsible for ensuring proper packing and wrapping. The buyer forfeits his right to complain if the goods are damaged as a result of the buyer's in-sufficient packaging or wrapping.

7.6 Defects caused by incorrect handling/use, ordinary wear, inadequate maintenance, accidents or other circumstances for which the buyer is responsible or bear the risk, do not constitute a defect.