

FRITZ HANSEN

How to bring your warranty into force?

In order to bring your warranty into force, you have to register the unique ID number at www.fritzhansen.com/my-fh.

If the product ID number is not registered within three (3) months from the date of purchase, extended limited warranty does not apply.

EXTENDED WARRANTY

20 YEAR WARRANTY

Covers the whole Poul Kjærholm collection (with the exception of wicker) and the China Chair

10 YEAR WARRANTY

Covers all defects in relation to leather (with the exception of Soft and Basic leather), shells, chair/table bases (with the exception of lacquered surfaces and wooden bases for chairs) and table tops.

5 YEAR WARRANTY

Covers all defects in relation to lacquered bases, wooden bases for chairs, textiles, Basic, Extreme and Soft leather, foam and all movable parts.

2 YEAR WARRANTY

Covers wicker.

EXEMPTED FROM ALL EXTENDED LIMITED WARRANTIES ARE:

Ordinary wear and tear as well as wear and tear/defect caused by incorrect care or inappropriate use of the product Direct sunlight and heat from i.e. radiator may fade or dry out surface on woods, fabrics, leathers and plastics.

NON-STANDARD LEATHER & TEXTILES:

On any material, fabric or leather, which is not listed in our price list on a specific product, the standard warranty is 2 years.

CUSTOMISED PRODUCTS:

Products, which have been manufactured according to customer specifications, are not covered by Fritz Hansen's test certificates with regard to strength, durability or stability.

CLAIMS:

Product defect is remedied by repair, replacement of parts or by a reimbursement of the purchase price. Choice of remedy is decided at the exclusive discretion of Fritz Hansen A/S. A purchase invoice is mandatory when making a claim under the warranty.