



(E) Manufacturer's warranty for the consumer

We offer consumers a manufacturer's warranty for a warranty period of five years from delivery of the goods and, with our 24-hour chairs (Duera24 and Itera24), for two years from delivery.

The manufacturer's warranty covers all deviations in the goods from the agreed quality caused by faulty materials, workmanship or design, provided the deviation is not an exception in accordance with paragraph C. During the warranty period, we will remedy any faults by means of repairs or, at our discretion, by supplying replacements. We will assume the associated costs of materials, transport, freight, labour and travel. We assume no further liability within the scope of this warranty.

1. The warranty does not apply:

If the goods – with the exception of our 24-hour chairs – are used for more than 220 days per year or for more than 8 hours per day or by people weighing more than 125 kg. With our 24-hour chairs, the warranty does not apply when used by people weighing more than 150 kg.

2. If there is no defect, for example: in the event of non-observance of the operating instructions, damage caused by natural wear and tear of parts subject to wear (e.g. upholstery fabrics, castors, arm pads, glides), damage caused by climatic conditions (e.g. excessive air humidity) or external influences (e.g. wet substrates), damage caused by tampering or maintenance work performed by unauthorised persons or due to material returned to us by the customer and processed by us (e.g. upholstery fabrics).

In warranty cases, the consumer can either contact Klöber GmbH directly or contact the Klöber retail partner from whom the goods were purchased. The latter will accept the warranty enquiry and immediately discuss further action with us.