

DeVorm

1. Warranty Terms De Vorm

1. Quality

The interior products by De Vorm are made of high-quality materials and manufactured with the greatest care. De Vorm carefully examines all products, before they leave our depot, to assure the quality of the furniture. However, if the customer still has reason for an objection, the below warranty conditions become effective.

2. Warranty

The term warranty is understood by De Vorm as the handling and execution of a service order in due consideration of below warranty terms, once the assessment of damage of the product does not fall within the exclusions stated in article 6.

3. Handling of defects

De Vorm is only handling defects via the dealer or contractor. Your dealer or contractor will submit the complaint himself after he examined the defect carefully.

4. Warranty period

The period of warranty begins to run as from the date stated on the proof of purchase or latest 30 days after the delivery to the dealer.

The warranty terms become effective at normal use and acceptance of the defect under reserve by De Vorm.

De Vorm works within the scope of their terms of warranty with a direct debit authorization that expires a year after purchase. Depending on the life time of the product, a co-payment for repair or replacement may be charged. The scheme of warranty follows below.

Wooden and veneered products

0-2 years	100% warranty	0% co-payment
2-3 years	60% warranty	40% co-payment
3-4 years	40% warranty	60% co-payment
4-5 years	20% warranty	80% co-payment

Steel products

0-2 years	100% warranty	0% co-payment
2-3 years	60% warranty	40% co-payment
3-4 years	40% warranty	60% co-payment
4-5 years	20% warranty	80% co-payment

Upholstery fabric, leather* and foam*

0-2 years	100% warranty	0% co-payment
2-3 years	70% warranty	30% co-payment
3-4 years	55% warranty	45% co-payment
4-5 years	40% warranty	60% co-payment
5-6 years	25% warranty	75% co-payment
6-7 years	10% warranty	90% co-payment

* The warranty terms only become effective for the fabrics that belong to the especially sorted fabric and leather collection of De Vorm and were delivered by De Vorm. Self-delivered fabrics and leathers as well as upholstery, which is not handled by De Vorm does not carry a warranty.

Polyethylene/PET products

0-2 years	100% warranty	0% co-payment
2-3 years	55% warranty	45% co-payment
3-4 years	40% warranty	60% co-payment

5. Execution of service order

A service order constitutes the correction of a fabric or assembly defect. Before its execution, the end user receives an estimate of costs from his dealer or contractor.

From the third year on, De Vorm charges travel costs, if the repair takes place at the end user's location.

6. Exclusion from warranty

Normal abrasion, from the product expected defects and discolouration.

Defects which occurred due to inappropriate use, insufficient or wrong care or a repair that has been performed by someone other than De Vorm or with a written permission by De Vorm.

Defects caused by sharp items as well as clamps, knots, heels, claws etc. or due to heat or moisture.

Reactions of products to transpiration moisture and grease that originated from skin and/or hair as well as reactions caused by the use of medicine.

Defects of fabrics and leathers that do not belong to the standard collection of De Vorm and defects of upholstery that have not been handled by De Vorm.

Wrinkle formations in the upholstery that occur due to the natural stretch of the upholstery.

Natural properties of leather, including insect bites, scars and colour nuances.

Natural properties of wood as well as discolouration, structural differences and mild cracks.

7. Damage in transit

Damages in transit will only be handled if they are reported directly on the confirmation receipt of the transport company and if this damage is reported directly to De Vorm.

8. Other conditions

Good maintenance of the furniture is essential for the warranty claim. The warranty terms of De Vorm apply for products that are maintained according to the care instructions of De Vorm, which are available at the dealer or on the website of De Vorm.

Artificial and day light cause discolouration on your furniture. De Vorm advises to keep the furniture out of direct sunlight to avoid discolouration.

During the upholstering, narrow patterns and stripes are not worked up by sample. Sources of heat may cause damages on your furniture. Therefore, De Vorm advises to place the products not too close to heat sources.

If the product is varnished, the varnish reaches its maximum hardness after two months. In these two months, the varnish is susceptible for damages. Avoid high load and be careful with hard items during this period.

When relocating tables and closets, sofas and fauteuils, then do not shove but lift the furniture. The shoving of a product may cause damage of the legs or the entire construction.

To avoid the deformation of wood, De Vorm advises a room temperature of 15° to 24° and a humidity between 40% and 60%.

Pet Pilling (EN ISO) 3/4, Martindale: 100.000.