



Guarantee

High Quality

Spell products are fabricated from high-quality materials. In addition, the furniture is thoroughly checked by us before they leave our warehouse.

Nevertheless it can happen that material or manufacturing errors occur.

Guarantee

Spell offers 2. years full warranty on our products.

Handling of defects

Spell is handling contract defects via the dealer, agent or contractor.

Your dealer, agent or contractor will submit the complaint himself after he examined the defect carefully.

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 by Spell or to the dealer.

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

Exclusion from warranty

Not covered by the warranty:

- Not or incorrectly following the user manual
- Normal and natural wear
- Wear of wheels and caps
- Wear due to excessive and improper use
- Damage caused by normal and natural wear
- Indirect damages that are the result of a possible defect, such as loss of income
- Incorrect assembly or services by unqualified persons
- Improper or project-based use of furniture made for private use
- Exposure of the product to unwanted heat, humidity, liquid substances and maintenance products
- Discolouration due to (sun) light

- Damage due to sharp, hot or damp objects
- Environmental influences such as drought, humidity, light and temperature undesirable extent
- Deliberate destruction, theft, overloading and damage due to an accident
- Damage and stains from pets, heat sources and shadows by moisture (the "weather")
- Stains due to body moisture, body and hair care products.
- Discolouration due to the use of medicines (allergic reaction)
- All changes due to acid and/ or alcoholic agents, as solvents
- Unauthorized attempts to clean, repair or improve
- Circles due to moisture and condensation not removed
- Product and material specific properties that are excluded from guarantee
- Inadequate maintenance

Execution service order

A service order consists of repairing a manufacturing or assembly error.

Before the service is performed, the end-user area receives a quote from its home or project designer.

Transport/ warehouse damage

Transport damages will only be processed if they are clearly stated on delivery confirmation of the carrier immediately upon delivery and this damage is made to Spell by return notice.

Damage that has arisen after delivery by Spell in the warehouse at the delivery address is not covered by the warranty

Other provisions

Proper maintenance of the furniture is necessary to maintain the guarantee.

No liability can be accepted for not following the user manual.

We always supply the user manual with the delivered products.

You can also request the user manual from us at any time.

Please send a mail to info@spell-online.com