



WARRANTY

DYNAMOBEL WARRANTY CONDITIONS

The commercial warranty applicable to Dynamobel products covers material and manufacturing-process defects. Products are under warranty for a period of **5 years** as of the date of invoice sent to the original purchaser. The warranty is granted solely to the original purchaser of the product and is not transferable, either directly or indirectly, to any third party.

In accordance with this warranty, Dynamobel undertakes to repair or replace with a similar product, according to its own criteria and free of charge, any product with any of the defects indicated above, provided that these arise under normal conditions of use.

These conditions are described in our “Care and maintenance” manual.

EXCEPTIONS TO THE WARRANTY

The following components have a warranty period of 2 years:

- Chairs: Glide/slide guides, castors, gas pistons, mechanism.
- Furniture: Glide/slide guides, electrical components, special accessories, lighting elements, replacement parts.
- Partitions: Door fittings, hinges, locks and handles.
- Leather finishes, natural wood veneer, melamine (for horizontal surfaces).
- Fabrics: Dynamobel products include a wide variety of fabric collections. Each of these is intended for a specific use and subject to the warranty conditions specified by the manufacturer.



EXCLUSIONS TO THE WARRANTY

- Natural wear or wear caused by: unsuitable use, excessive scratching/scraping, sliding and/or dropping of objects on the surface, use of abrasive products, placing extremely hot or cold objects on the surface and use for which the product is not intended, on any surface finish and particularly when lacquered, varnished or melamine products are involved.
- Damage caused by mishandling of the products, produced directly or indirectly, as a result of the acts or omission of the Customer/Distributor, be it through fault or neglect. Amongst other things, blows, accidents, inexperienced product assembly and installation, dragging products which do not incorporate rolling elements, etc.
- Leaving the products at unsuitable locations exposed to extreme changes of temperature and/or humidity: in the vicinity of points at which heat or cold are generated, near humidifiers, etc.; and at locations exposed to the open air.
- Defects caused by unsuitable cleaning of the products (wrong methods or products, use of abrasive products, wax), in violation of Dynamobel's recommended guidelines.
- Defects caused by not cleaning or protecting (wood, lacquer, etc.) the products, not removing material or liquids which may immediately damage the surface, etc.
- Damage caused by unsuitable modifications to or operations on the products, or repair work performed by the Customer/Distributor itself or a third party assigned by it.
- Concerning special orders, products manufactured according to the Customer's/Distributor's specifications and materials provided by the customer for inclusion in the product-manufacturing process, including fabric and upholstery supplied by the Customer/Distributor, are not covered by the warranty.
- Changes in colour, grain and texture due to: the passing of time, exposure to natural light, different batches and/or the natural origin of certain materials, such as wood, leather or natural fibres, or, in the event, the artisan origin of certain parts involved in the production process.
- Colour differences of less than Delta-E 1 (in the case of plain colours) compared to the colour chart between different batches in a single delivery.
- Slight variations in the physical appearance of the order compared with the visual representations or descriptions provided by catalogues, samples and display parts, particularly variations in the colour, texture and grain of wood, and in fabrics.
- Typical variations in leather, such as cracks, insect bites or creasing, and variations in the colour or formation of creases due to the elasticity of the leather.
- Marks (from fingers), dirt and shine on dark and/or matt finishes.
- Marks or darker areas caused by failure to suitably protect the contact surface.
- Defects arising on our chairs through use over more than one shift per day, thereby proportionally reducing the warranty.
- Consumables such as felts, lamps and reactances...



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It is the Customer's/Distributor's responsibility to check the load on the lorry before and after unloading, and to:

- Note any incident on the delivery note/CMR: suspicion of faulty packaging and/or product, wrong number of packages, and in this event:
- Take photographs of the load/packaging/product and make a complaint urgently, providing all relevant information, by email to the email address on the order confirmation request sent to the Customer/Distributor.

If the Customer/Distributor detects any nonconformity, it must proceed to indicate it by email, including:

- Order No,
- Code of the product concerned,
- Description of the defect,
- Photos of the defect, general and in detail,
- Legible photo of the label and copy of the delivery note,

to the email address sat@dynamobel.com within 24 hours of receipt of the material. Any claim which does not include the information indicated will not be accepted by Dynamobel.

In the event of incidents detected during assembly, the Customer/Distributor must proceed to report the fact, as indicated, within a maximum period of **72 hours**. Any claim made after this period will not be accepted by Dynamobel.

Dynamobel reserves the right to request that damaged products be returned before proceeding to replace them.

Dynamobel reserves the right to request all necessary information for the analysis of the claim.

Under no circumstance may the replacement of product components or component repair during the warranty period be used to extend the warranty period.

Dynamobel's liability is limited to the obligations indicated and to a maximum amount equivalent to the amount for which the customer was invoiced, excluding all types of compensation for indirect immaterial damages or operating losses.

If the parties fail to reach agreement concerning the origin of the damage suffered by the products, their nature or the way in which claims are dealt with financially, liability for damage will be assumed in accordance with the document **Economic conditions to apply concerning claims made by the Customer / Distributor**, available on our extranet.

