
WHAT THE WARRANTY COVERS

Manufacturing defects – Workmanship issues

Defects and workmanship issues are accepted only if reported at the time of delivery and only if the product has been transported to the customer's premises with our own delivery vehicles or picked up from our showrooms. The company is not responsible for any damages or losses that occur during transport by third parties.

Upholstery wear from normal use

If the chair has been selected with fabric upholstery, it is covered by a 5-year warranty. If synthetic leather has been selected, its warranty is defined by the specific durability ____ period of the material.

Mechanical parts

Mechanical parts are covered by a 5-year warranty, and no labor or replacement parts will be charged for the repair of the product.

Spare part availability for 10 years

If it is not possible to provide the same spare part due to force majeure, the company is obliged to replace it with a similar one.

Telephone assistance

Assistance is provided by phone for using the chair's mechanisms or resolving any issue through the point of sale.

Repairs are carried out exclusively at authorized sales points of the product during working days and hours. The product owner is responsible for delivering and collecting the product.

This warranty does not grant the right to financial compensation or any other form of reimbursement or replacement beyond the repair of the fault.

The written warranty is valid only if accompanied by the original purchase receipt.

ATTENTION

Without the above conditions, the warranty is not valid.

Any repair carried out during the warranty period does not extend or change the original expiration date of the warranty.

WHAT THE WARRANTY DOES NOT COVER

Damages caused by unauthorized service providers not affiliated with our company.

Incorrect or improper use of the product outside the technical specifications defined by the manufacturer (e.g. torn upholstery).

Deformation of metal waiting area frames due to excessive weight or improper use.

Deformation of plastic shell due to improper use or excessive weight.

Wear and tear of synthetic leather upholstery after ____ years.

Damage caused by chemicals, fire, cigarettes, floods, earthquakes, or force majeure events, etc.

Transport costs for the product to and from the service point are the responsibility of the customer.

Stains on upholstery, damage from sharp objects, or wear caused by improper cleaning that does not follow the specified care instructions.

The warranty covers technical support only and does not include product replacement.

OUT-OF-WARRANTY REPAIR

After the warranty period expires, the company will continue to provide service using genuine spare parts for its products, with applicable charges for labor, parts, and shipping costs.

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