

We offer a 2-year guarantee for the following products:

- lamps, luminaires and electric motors;
- cushions, upholstered headboards, wall panels, upholstered beds, Boxspring bases (due to natural wear and tear of the surfaces)

We reserve the right to provide guarantee services as follows:

- in the form of a substitute delivery/replacement delivery (in case of a replacement delivery the goods must be made available ready for collection in the original carton);
- to take the goods back and grant a credit on the purchase price without a substitute delivery;
- a repair

The guarantee shall apply in case of proper use and normal wear and tear.

Excluded from the guarantee are:

- damages, which were caused due to improper transport, delivery or assembly/disassembly;
- damages, which are caused by pointed or sharp-edged objects such as e.g. knives that have been used when unpacking the goods;
- improper handling with damp or liquid and unsuitable cleaning agents;
- environmental influences such as extreme dryness/humidity, light and temperatures, etc.;
- slight unevenness of the solid wood surfaces, due to the natural nature of the material;
- change in the solid wood (warping, fading, cracks, etc.) owing to ambient influences;
- overloading of beds or traverses beyond the admissible upper weight limits;
- deliberate destruction, improper use, use not as intended, overloading or damages due to an accident; damage due to contamination of pets, heating sources, weather influences or other changes due to the effects of chemicals;
- improper cleaning, attempts at repair or subsequent improvement
- With upholstered parts the formation of creases of the cover material cannot always be avoided and does not represent a reason for a complaint. Scars, differences in colour and structure as well as the formation of creases are natural properties of real leather and underpin the charm and the characteristics of this material.
general wear and tear as well as wearing parts such as slatted frames, box spring bases, mattresses, top pers, lamps, batteries, accumulators or similar
- Furniture and mattresses have a specific odour at first. This smell is harmless in every respect and evaporates after a short period of use.

The right is reserved to changes in model and price at all times, depicted colours may deviate slightly from the original colours and structures. Slight deviations between the wood samples and original parts cannot be avoided either. A warpage of 1 to 2 mm is unavoidable with natural products and no reason for complaint.

Do not use products that appear to have been delivered incorrectly (e.g. wrong model, wrong dimensions, wrong colour). Keep in mind that ownership of incorrectly delivered furniture parts remains with the manufacturer. Please return the parts in question to their original box and report the incorrect delivery to us immediately.