

GUARANTEED QUALITY

5 YEARS LONG-TERM WARRANTY

valid for all products of
the brand Interstuhl.

3 YEARS FULL WARRANTY

valid for all products of
the brand Interstuhl.

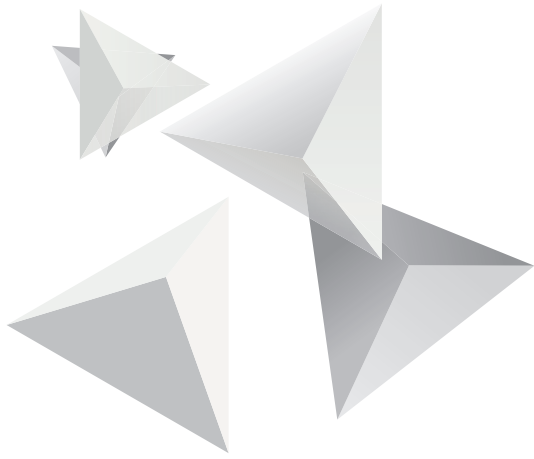
The comprehensive quality and sustainability is guaranteed through the application of the quality management according to DIN EN ISO 9001, through the application of the environmental management according the EMAS III Regulation (EG No. 1221/2009) as well as through the norm for safety and health protection BS OSHAS 18001:2007. Furthermore all our products comply with the GS-sign according to DIN EN 1335: 1-3 and the Blue Angel (RAL-UZ-117).



Joachim Link
CTO



Helmut Link
CSO



WARRANTY (EXPORT)

Interstuhl provides a warranty for the execution, composition and functioning of its products in accordance with the following terms:

1. These warranty conditions are valid for the country where the sale occurs, provided that the order has been properly placed at the Export Department. Special conditions apply in other countries outside of Europe.

2. Interstuhl grants a full three-year warranty on all products with effect from their date of delivery (label under the chair). During this period, all spare parts, including packaging and transport costs, will be provided free of charge. Repair work at the factory or at the customer's premises (with the exception of travelling time) will be free of charge.

3. Interstuhl grants an extended guarantee of five years. Following the expiry of the full warranty, Interstuhl will supply within the terms of these warranty conditions all spare parts free of charge ex works for the following two years. For the execution of warranty repairs on the premises of the dealer, the end user or at the factory, an additional cost will be charged to cover labour plus a blanket charge to cover any travelling costs where applicable. The long-term warranty does not include wearing parts, such as cover materials, castors, gas springs, frame and table surfaces and banded edges on tables.

4. The Interstuhl warranty does not include:

a) Changes and damages caused by the product being used for purposes others than those originally intended. Damage caused by improper treatment of the product will also not be covered by the warranty. This also applies to damage which occurs due to exposure to unusual ambient conditions (extreme climatic conditions, acids, moisture, etc.).

b) Damage caused by maintenance or repair work or other actions effected by the customer or third parties.

c) Damage caused by customization that varies from series production or by the fact that the customer made his own materials available. These products are only covered by the statutory warranty liability.

d) Damage caused during transport (please refer to our general terms and conditions).

5. The warranty periods apply to normal industrial use, i.e. eight hours/day for 220 working days per year. The warranty is reduced accordingly for multiple shifts and 24-hour/day use.

6. The warranty period will not be interrupted or impeded if a warranty service is carried out.

7. A reduction of the purchase price or conversion of the purchase agreement may only be demanded if a repair fails irretrievably or is unreasonably delayed. Claims for damages due to defective deliveries or defective repairs will only be recognized in the case of premeditation or gross negligence.

8. In the event of complaints, please state the following: description of the damage or defect, model designation, model number, confirmation number date of manufacture. If possible, please return the invoice document. The specifications for each chair and table are located on a label underneath the product. Reclamation repairs may be refused in case this information cannot be provided. We can process your reclamation in a swifter and easier manner, if you provide us with an image/a brief video, together with the information indicated above.