

SUBJECT: WARRANTY

The official warranty provided by Luxy S.p.A. is valid for 5 years and starts from the date of production of the product.

The date of manufacture can be obtained from the label placed under each seat bearing the year, month, day and tester's code.

The Luxy S.p.A. guarantee covers manufacturing or material defects that cannot be attributed to misuse of the product or to improper use; component overloads, shocks and tears and is based on normal daily use of 8 (eight) hours with a maximum load of 110 kg.

From the 1st to the 6th month all parts with manufacturing defects will be completely free of charge, including transport, excluding labour and assembly.

From the 7th to the 60th month all parts with manufacturing defects will be completely free of charge, excluding transport, labour and assembly.

Luxy S.p.A. also undertakes to guarantee the availability of spare parts such as: bases, castors, gas lifts, mechanisms and armrests, for 10 years from the date of purchase.

In the event of defective components, from the 1st to the 60th month they will be supplied free of charge, from the 60th month onwards the spare parts will be supplied against payment.

The warranty does not cover damage due to:

- excessive or incorrect use of the product;
- natural wear and tear of materials (fabrics, castors, mechanisms and gas lifts);
- defects caused by work carried out outside the manufacturer's premises;
- defects caused by humid, salty or acidic environments or atmospheres.

The aforementioned warranty does not recognize any other liability and therefore excludes any claim for indemnity for direct or indirect defects deriving from faulty goods and any other type of claim and/or exception by the Customer.

Returns are not accepted unless expressly authorized in writing by Luxy S.p.A.

Even in the event of a validly proposed and accepted claim, the Customer does not have the right to suspend or delay payments on the respective due dates.

The determination of any manufacturing or material defect shall be validated by Luxy S.p.A. through: sales or area managers, on-site inspections or with the return to the company of the defective components by using agreed courier and protected by suitable packaging and by sending photographic documentation and the warranty code that is placed under the seat of each product.

If Luxy S.p.A. finds after the inspection that the defect was caused by the Customer, it will charge all the resulting costs, including transport.

Any replacements of defective parts shall be sent to the invoicing address. It shall be the Customer's responsibility to carry out the replacement on site at its own expense.

Product cleaning maintenance: see website data sheets.

Fabric cleaning maintenance: see fabric data sheets colour chart.

Any complaints must be sent to Luxy by means of a formal request directly to the email luxy@luxy.com or through the Luxy S.p.A. sales network.