

GUARANTEE

Guarantee

A two-year guarantee is given on construction, workmanship, upholstery padding, motors and mechanisms. For upholstery materials Leolux follows the guarantee of the fabric manufacturers listed in this price list with a minimum of two years. The guarantee does not apply to lacquer finishes, glass, marble, Fenix and veneers.

Service

Questions about guarantee of delivered furniture can be send to our service department; service@leolux.nl. Please send as many details as possible; order number, photos and a detailed description of your question.

General

1. The guarantee is valid from the day of delivery to the first owner or at the latest 30 days after delivery by Leolux to the Leolux partner.
2. On the owner's request, the guarantee includes repairs due to assembly and production errors.
3. Claims on the guarantee must be made known within the period.
4. The guarantee applies to the piece of furniture; should this pass on to third persons, then the application of the warranty does not alter.
5. To the extent permitted by law, the guarantee period shall not be prolonged, renewed or otherwise changed by resale, repair or replacement of the furniture by a recognized Leolux partner.
6. Different guarantee conditions apply to products purchased via Leolux. These can vary per country and are available on request from Leolux.

Exclusions

1. The Leolux guarantee does not apply to customer own leather or fabric.
2. The Leolux guarantee covers only the costs of the fabric and leather materials delivered by the meter. Other costs for upholstering carried out by third parties are not covered by Leolux.
3. The guarantee excludes normal wear-and-tear and damage. Damage which is a result of incorrect use or maintenance is excluded from the guarantee.
5. Repairs made to the upholstery materials and furniture without prior written permission from Leolux result in exclusion from the warranty.
6. Indirect costs which may be the result of an eventual defect, for example loss of income etc., are excluded from the guarantee.
7. In order to deal with your service request the product must be within the Leolux sales organization area in which it was sold. If this is not the case, Leolux will be unable to carry out any inspections or repair activities.
8. Leather and fabric creasing occurs in the standard Leolux quality, form-retaining foam elements. This choice is deliberate, and will not be accepted as grounds for complaints.

9. Leather is a natural product. Scratch scars, insect bites, cuts etc are characteristics of leather, and cannot be accepted as grounds for complaint. Slight colour variations in a piece or group of furniture cannot be avoided.
10. The natural characteristics of wood do not form grounds for complaint.
11. Cracks in solid wood caused by the relative humidity being too low (<50%) or too high (>70%) do not represent grounds for complaint.
12. Small patterns or stripes will not be worked to pattern.
13. The guarantee for fabrics is null and void once they have been treated with a soil resistant coating (e.g. scotchguard).
14. Changes in the nap of velvet (like) fabrics which result from use cannot be claimed for. The resulting colour differences which are only visual are a specific characteristic of this type of fabric.
15. Slight colour variations may occur.