

KAOS KLAPP® High Chair

Commercial Warranty Terms

These Commercial Warranty Terms (“Terms”) apply to KLAPP® High Chairs and related accessories (including the KLAPP® Safety Rail and KLAPP® Tray) purchased by a business, organization, or other professional buyer (“Commercial Customer”) for use in commercial, hospitality, childcare, rental, institutional, or other public or professional environments (“Commercial Use”).

These Terms apply instead of KAOS’ consumer warranty terms and do not apply to products purchased by private individuals for personal, non-commercial use. Purchases by private consumers remain covered by KAOS’ standard consumer terms and any applicable statutory consumer protection rights.

1. What This Warranty Covers

KAOS warrants that, under normal Commercial Use and when inspected and maintained in accordance with the KAOS Commercial Inspection Guide (available at www.itskaos.com/commercial-inspection), the product will be free from defects in materials and workmanship for the Warranty Period set out below.

2. Warranty Period

[24] months from the date of delivery to the Commercial Customer, or the date the product is first placed into service, whichever is later.

This Warranty Period is separate from — and shorter than — the recommended 3-year service life described in the KAOS Commercial Use, Inspection & Maintenance guidance. The recommended service life is guidance on when to plan for replacement due to expected wear from heavy Commercial Use; it is not a warranty period and does not by itself entitle the Commercial Customer to a free repair or replacement after the Warranty Period has ended.

3. What Is Not Covered

- Normal wear and tear from frequent or heavy use in commercial environments (e.g. surface wear, fading, minor scratches).
- Damage caused by misuse, abuse, accident, improper storage, or failure to follow the product’s care, maintenance, and assembly instructions.
- Damage caused by unauthorized repair, modification, or use of non-KAOS-approved parts or accessories.
- Products that have not been inspected and maintained in accordance with the KAOS Commercial Inspection Guide.
- Cosmetic changes such as colour fading from sunlight exposure.
- Labour, shipping, or removal/reinstallation costs not directly related to a covered defect, unless otherwise agreed in writing.

4. Conditions for Warranty Coverage

- The product must have been purchased directly from KAOS or an authorized KAOS distributor or reseller for Commercial Use.
- The product must be inspected regularly and maintained as described in the KAOS Commercial Inspection Guide.

- Any chair showing signs of damage, instability, excessive wear, or reduced functionality must be removed from service immediately, in accordance with the KAOS Commercial Use, Inspection & Maintenance guidance.
- Proof of purchase (order confirmation or invoice) must be provided when making a claim.

5. Remedy

If a covered defect is confirmed, KAOS will, at its discretion, repair the product, replace the product or the affected component, or issue a credit or refund proportional to the remaining Warranty Period. This is the Commercial Customer's exclusive remedy under these Terms.

Nothing in these Terms limits KAOS' liability for personal injury or gross negligence, or any liability that cannot be excluded or limited under applicable law.

6. How to Make a Claim

To make a warranty claim, contact KAOS at hello@itskaos.com with your order confirmation or invoice number, a description of the issue, and photographs of the affected product. KAOS will assess the claim and advise on next steps.

7. Governing Law

These Terms are governed by Norwegian law. They apply between KAOS Norge AS and the Commercial Customer and do not affect the statutory rights of any private consumer who may separately purchase KAOS products for personal use.

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