

viasit Guarantee Conditions and Maintenance Instructions

As a supplement to our General Terms and Conditions, we grant our specialist dealers and end customers guarantee services for our products.

Precondition for guarantee services: Claims for guarantee must be asserted by presenting the proof of purchase and by stating the 6-digit manufacturing order number (e.g. KA123456). viasit must be informed, in detail, about the circumstances of the guarantee case (error description, model number, number of items, background). All data on each product are provided on a label attached to the bottom of the chair / table. Rights arising from this guarantee cannot be transferred to third parties. Customers are obliged to carefully inspect the delivered products and shall inspect the scope of delivery. Any defect shall be notified to our company at least 3 working days after receipt of the goods. Otherwise, Art. 377 of the HGB (German Commercial Code) shall apply.

Any complaints must be notified in writing to the plant - and not to sales representatives or members of the field service.

Contact: Service-de@viasit.com or telephone: + 49. (0)6821.2908-215

viasit's customer service will be engaged by our central customer service office. Our customer service may only perform the works which were ordered. Access to the relevant objects must be enabled.

These guarantee conditions apply to orders and deliveries from 01 January 2014.

Guarantee period: the guarantee period shall be 5 years from the date of delivery or transfer of risk for normal use. If products are used for more than eight hours per day (1 shift operation), the guarantee period will be reduced according to the data set out in the table below.

		Guaranty period in month
1 shift operation	220 days / year (8 h / day)	60
2 shift operation	220 days / year (16 h / day)	30
3 shift operation	220 days / year (24 h / day)	20
Permanent use (24/7)	365 days / year (24 h / day)	12 *

* Swivel chairs for work belonging to the Collection scope, including 24h certificate, are exempted herefrom. Such are subject to a long-term guarantee for permanent use of 30 months.

Guarantee services: viasit grants a full guarantee of two years from the date of the delivery (label under the chair). We will bear the costs for all spare parts, incl. packaging and shipping costs, during the guarantee period. Mobile customer service (at the end customer) or repair in the plant will be made free of charge.

These services will be rendered:

Guarantee period (in months)	Spare parts	Packaging + freight	Travel times of customer service (FRG, Benelux)	Service costs of customer service
0 - 24	free of charge	free of charge	free of charge	free of charge
25 - 60	free of charge	5 € / package	EUR 90	free of charge*
from 61st	subject to cost	5 € / package	EUR 90	EUR 66 / hour

* applies to repairs of up to max. 3 chairs. In case of higher repair quantities, we charge the repair services rendered, in full. Net amounts plus VAT.

Customer must not return the goods to our plant without our express consent. viasit shall be entitled to request photos from the customer in advance and to reclaim the components or products which might have been exchanged/are defect, in case of need, to the plant. Their pick-up will be ordered by viasit. Costs of inspection/repair will be charged in case of unjustified repairs. Any unnecessary travels will be subject to cost, as well. The rendering of any guarantee service will not result in an interruption, suspension or extension of the guarantee period.

The following shall be excluded from guarantee services:

- Modifications and damage to the product caused by any use other than for the intended purpose or by improper treatment.
- Damage caused by uncommon environmental impacts (humidity, flying sparks, dusts, extreme climate conditions, bases and acids, etc.) and damage resulting from careless use (e.g. shock and breaking damage).
- Parts and materials subject to natural wear and tear: rolls, cover fabrics, gas springs, surfaces of tables and racks, edges and edgings of tables.
- Defects in technologically justified deviations, such as e.g. colour of grain in pieces made of real wood, small deviations in form and measurements or insignificant deviations.
- Changes in design and execution which neither impair the functioning nor the value of the product.
- Damage caused by maintenance or repair work or other interventions made by the customer himself or by third parties.
- Consequential damage caused by wear of felt gliders.
- Damage caused in connection with deviations from serial production which had been requested by customers or if materials provided by customer were used.
- Complaints not including information of the viasit order number which is provided for each product on a label attached to the bottom of the chair/table. (Example KA123456).
- Used goods, exhibition goods and special items.
- Natural materials such as leather and wood. Leather is a natural product. Grains, cracks and skin creases are authenticity signs of such material. Wood is a natural product so that deviations in colour and wood structure cannot be avoided in all cases. That applies to colour shades according to colour samples and for subsequent deliveries.
- In the event that heavy duty upholstery fabrics which feature an extra high abrasion resistance (300-500,000 rubs on the Martindale scale) such as Camira 24/7, are specified/used on our chairs we need to advise that they may have an abrasive or pilling effect on certain clothing materials for which we cannot accept any responsibility or liability.

Maintenance instructions and important information:

Cleaning: Please do not use any aggressive cleaning agents and disinfectants to clean surfaces and upholstery.

Roles: Hard rolls are used for soft floors, as a standard. Soft rolls (grey treads) are required for hard or sensible floors. You may, of course change the rolls yourself.

Maintenance: The chair does not require any maintenance in case of proper use. However, we recommend using the seat height adjustment from time to time as that refreshes the lubrication of the gas spring guide.

Gas springs: Work on gas pressure springs may be performed by trained specialists only. Significant risks for injury might arise in case of improper work.

Modifications: Our products are subject to a permanently progressing development. Modifications serving the technical progress or product improvements remain reserved.

Please refer to our General Terms and Conditions for damage caused during transport.