

**Guarantee Terms**

**Furniture Use Rules**

**Furniture Maintenance Rules**

**Complaints**

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By purchasing the furniture of our production, you have made the best choice. Congratulations, and thank you for the trust you have placed in us. Products with the "ORiSTO" logo are made according to the latest technologies. The use of materials of the highest quality allows for many years of reliable use.

**GUARANTEE TERMS:**

The guarantor assures the Buyer of the high quality and proper functioning of the furniture, provided that it is correctly set up and assembled according to the instructions supplied with the product:

1. The guarantee, along with the warranty included in the guarantee, is given for 60 months (5 years) from the date of the furniture delivery to the Buyer, confirmed by the stamp of the retail outlet and the seller's signature. The guarantee applies solely and exclusively to defects in the item sold. The guarantee covers only the territory of the Republic of Poland, unless otherwise expressly agreed by the Parties. In the case of commercial purchase, the guarantee (warranty) period is **24 months (2 years).**
* Consumer purchases within the meaning of Art. 221 of the Act of 30 May 2014 (Journal of Laws of 2014 [Dz.U. 2014], item 827). A consumer is defined as a natural person making a legal transaction with an entrepreneur that is not directly related to their economic or professional activity.
* **Commercial purchase** – made by an economic entity or a natural person conducting business activities.
1. The basis for the guarantee to be considered by the guarantor is:
* purchase document;
* guarantee card.
1. The seller is obliged:
* to deliver the furniture in its original package to the Buyer together with the sales document;
* to check the compliance of the delivered product with the order and purchase invoice;
* to check the quality and completeness of the cabinet and possible description of damages and missing parts in the presence and at the request of the customer.

**Defects covered by the 5-year guarantee:**

* spontaneous varnish loss or delamination, or change in the structure
* distortion of varnished, laminated or foiled parts
* peeling of the edging from the edges
* glass detaching from the board.

**Defects covered by the 2-year guarantee:**

* rusting of metal components
* failure of electrical components, e.g. switches, burnt-out lights, sockets
* damage to hinges
* damage to guides
* damage to the opening limiter of the basket
* silvered glass - corrosion (blackening of the edges), flaking and cracking of the silver coating
* change of colour shade (discolouring) resulting from prolonged exposure to UV radiation

**THE MANUFACTURER'S GUARANTEE DOES NOT COVER:**

* damage caused by improper transport, moving the furniture,
* damage resulting from fortuitous events or other circumstances beyond the manufacturer's control,
* damage caused by modifications made by the customer himself,
* damage resulting from use, maintenance and storage not complying with the manufacturer's instructions,
* defects and damage (with which the customer became acquainted upon receipt of the furniture), due to which the price was reduced,
* differences in profiles or shades of colour intended by the manufacturer in the original, resulting from the designed artistic and aesthetic features of the product and characteristics of the raw materials from which the furniture was made,
* defects caused by natural wear and tear,
* changes in the colouring of the varnish coating due to its prolonged exposure to sunlight, tobacco smoke or similar sources,
* adjustment and assembly of furniture.

For furniture sold from the display: damage, quantitative shortages of parts and accessories found at the time of purchase, with which the customer was made aware during the purchase.

**COMPLAINTS:**

1. When a product is sold based on a design, the furniture is delivered to the market in packaging. If the packaging bears no signs of damage or tampering, the furniture is delivered to the buyer without unpacking (unless requested to do so). In this situation, the notification period for visible (open) defects is seven (calendar) days from the date of purchase, and it is then **imperative to keep the original packaging for inspection** until the complaint is processed.
2. If the Buyer requests to unpack the furniture at a retail outlet or the display product, he loses his right to complain about transport and mechanical defects (damage).
3. Complaints regarding defects are accepted by the point of sale where the purchase was made.
4. Complaints about shortages, damage and defects arising during use are handled by the point of sale.
5. The Buyer will be notified by the Producer or the Seller of the acceptance of the complaint or that the complaint is unfounded:
* in the case of visual inspection, immediately after its completion by entering the complaint protocol,
* in all other cases, within seven days of the receipt of the complaint form,
* in the event of an unfounded complaint, the customer shall pay the costs.
1. If the defect that is the subject of the complaint is removable, the guaranteed service will be realised by guarantee repair.
2. If the defect of the furniture is irremovable or its removal would cause a reduction in the quality of the product, the Buyer is entitled to replace the furniture with a defect-free one.
3. The time limit to remove the complaint defect is 30 days from the time of positive confirmation of the claim.
4. In the case of a complaint about a product made to individual customer order (service product), the time limit may be extended to 45 days due to non-standard dimensions, design, and technological solutions.
5. The person exercising their guarantee rights should deliver the faulty furniture to Oristo sp. z o.o. or the indicated repair point.
6. Costs related to unjustified complaints shall be borne by the claimant.

**FURNITURE USE RULES:**

1. The furniture must be used for its intended use.
2. The furniture should be used indoors and protected from the weather. The indoor air temperature should be between +10°C and +30°C.
3. The product must not be used as furniture in the sauna.
4. The assembly of the furniture must be carried out by the enclosed instructions. Special attention must be paid to the horizontal alignment and adjustment of the cabinet components described in the assembly instructions. Failure to follow the guidelines of the assembly instructions will result in the loss of the guarantee and may cause poor functioning or damage to the product.
5. The varnish coating must not be subjected to high temperatures or chemical agents, for example, solvents, petrol and cosmetics with strong effects (hair dyes, nail polish remover, etc.).
6. The product is a piece of furniture made of materials with increased resistance to moisture, but must not be subjected to direct (continuous or prolonged) exposure to water, e.g. flooding. Water spilt on the furniture surface should be immediately wiped off with a dry cloth.
7. The colour of the furniture may slightly differ from the colour shown on the sample.
8. Varnished and veneered surfaces are subject to an ageing process, and their colour may change over time.
9. Exposing furniture to continuous UV light (e.g. direct sunlight) may cause the colour to change more quickly.

**FURNITURE MAINTENANCE RULES:**

1. Use a slightly damp soft cloth to clean the furniture surface, and then wipe the surface dry.
2. In the event of heavier soiling, mild detergents may be used (ammonia-free window cleaner or non-scratching polish is recommended), making sure to wipe the surface dry.
3. Do not use active chemical agents for cleaning (e.g. scale removers, rust removers, ceramic cleaners, etc.), especially those containing acids and solvents.
4. The Manufacturer is not liable for damage to the varnish coating resulting from the use of not recommended cleaning agent.