

10 YEAR GUARANTEE

– IMPORTANT INFORMATION

Please store all documents carefully, as they are part of your purchase agreement.

As a first-time buyer of our branded products, you get a 10-year guarantee for the material and surface quality, reliability and professional handling of all products by Nolte Möbel GmbH & Co. KG in accordance with RAL-GZ 430, the quality and test specifications of the German Furniture Quality Assurance Association applicable at the time of delivery.

The guarantee includes an implied 2-year warranty and only applies to new goods. It is not negotiable and extends to the geographical scope of the law applicable at the conclusion of the agreement. Any claim outside this scope is excluded. The implied warranty is valid only for accessories such as electric drives, lights etc. Covering materials are strictly excluded from the guarantee. Legal warranty claims such as supplementary performance, cancellation or indemnity for damages are not affected by this guarantee.

Terms of Guarantee

The guarantee is fulfilled at the guarantor's discretion by rectification of defects or additional delivery and is neither impeded nor interrupted by services, i.e. the guarantee expires 10 years after the delivery date.

Proper transportation, assembly, installation and training by authorised specialists are mandatory terms of this guarantee. The great usage and functional benefits are permanently guaranteed only by precise vertical and horizontal alignment and adjustment of the assembly situation to structural conditions and exact fitting adjustments.

Hanging units, wall mountings and specified tilt protections are permitted solely with the included fitting technology and only in wall mountings with an adequate load capacity, e.g. in solid masonry.

The equipment manufacturer's relevant installation, safety and operating instructions and enclosed assembly instructions apply to all electronic components.

The 10-year guarantee does not include normal wear and tear.

No liability will be accepted in the event of any kind of damage caused by pickup or assembly by the customer, operating errors and changes to the situation of assembly or expendable items.

Damage caused by third-party products such as steam cleaners, impregnation agents and care products not recommended by the manufacturer, by discolorations as a result of e.g. non-fadeless textiles and materials and by other substances containing sugar, acid, softener, bleach or solvents is excluded from the guarantee.

Display products are also excluded from the guarantee, because they are no longer in new condition as a result of use and demonstration effects. The 2-year implied warranty applies here and it is recommended that you document signs of usage before the transfer of risk.

In line with the industry standard, repeat orders and changes are only guaranteed until a model, pattern or design is discontinued. Additional services associated with planning and installation are excluded from the guarantee.

A guarantee claim exists after clarification of responsibility and liability only for items found to be faulty and not for the entire shipment. The defect is usually removed by the commercial partner and this is only done on presentation of the purchase agreement.

The following are not covered by this guarantee:

- **Normal and natural wear and tear**
- **Deterioration resulting from excessive or improper use**
- **Damage caused by normal and natural attrition at the buyer's premises**
- **Improper changes by unauthorised persons**
- **Unusual use, e.g. commercial use outside private living quarters**
- **Unreasonable exposure to heat, moisture, liquids or cleaning products**
- **Damage by pointy, sharp-edged, hot or damp objects**
- **Environmental influences such as extreme dryness, moisture, light, temperature**
- **Wilful destruction, wrongful use, overloading or accidental damage**
- **Damage and contamination caused by household pets, heat sources, weathering**
- **Contamination by e.g. body sweat, body or hair care products**
- **Staining caused by drug ingredients (toxic reaction)**
- **All changes caused by substances containing acid, solution or alcohol**
- **Inappropriate attempts at cleaning, repair or rectification of defects**
- **Damage from swelling due to persistent humidity or condensate that has not been removed**
- **Typical product characteristics that do not constitute a defect**