

THE GUARANTEE

All our products from the Florenzzi brand are covered by a guarantee provided for by law and by a conventional guarantee written, by this guarantee certificate and by the applicable reference regulations which, in any case, will remain valid and to which we can not derogate.

1. This warranty is valid for a period of five years from the date of delivery of the product, for the lack of conformity found on the cushions, the relaxation mechanism, the seams, the manual devices, the suspension systems (elastic straps), coatings and not due to normal wear and tear. After the second year following the delivery date, the warranty covers only the parts and materials needed for the repair and not the labor costs. All sofas and armchairs Florenzzi benefit, in addition to the guarantee the law of the country where the product was bought, of another conventional guarantee of 6 years, from the delivery and limited to the wooden interior structure (carrying parts) sofas and armchairs.

2. Any claims due to defects covered by the warranty are taken by the shop in which the product was sold. The shop immediately sends them to the producer.

3. The claim must include the purchase invoice, mentioning the name of the buyer and the date of purchase. The customer must also send a description and photos of the defect found.

THE CONDITIONS OF THE GUARANTEE

The guarantee is given only for products purchased for personal usage by an individual person, for private use. The guarantee is valid only when the product is used according to the following instructions:

- systematic cleaning and preservation of the product ;
- keeping the correct temperature in the room 15-30 °C ;
- keeping the correct humidity in the room 40-70% ;
- using the product in standard natural and artificial lighting ;
- not putting furniture under excess weight.

Natural characteristics of the products that are:

- differences in grains and dyeing of the wooden elements ;
- differences in dyeing and texture of fabrics ;
- natural marks, including scars, veins, wrinkles, and its fragrance.

The above features are natural and are not subject to complaints.

• THE GUARANTEE DOES NOT COVER:

- softening of seats, in case of using additional ;
- becoming fluffy, shrinking, fading of the fabric which can happen as a result of normal usage;
- differences in tones of fabrics depending on the angle of illumination as well as differences in colors of upholstery fabrics being the result of successive purchase of particular elements of the set ;
- natural sounds of parts of metal constructions (for example springs in a rocking-chair) ;
- deficiencies, visible defects or damages about which the purchaser was informed during the purchase of furniture;
- damages incurred during the improper handling and transportation of the product ;
- deterioration of chrome elements, wood or plastic surfaces ;
- defects or breakdowns due to accidental damage ;
- the lack of conformity of goods purchased for non-residential use, or different from the normal residential area of destination of the product ;
- defects or breakdowns due to accidental damage ;
- damage caused by burns, cuts, domestic animals or any other improper use ;
- damage caused by consumer negligence or improper cleaning or coating treatment ;
- tissue damage due to the application of inappropriate chemicals, detergents or softeners or treatments not authorized by the Florenzzi brand ;
- damage caused by corrosive materials, such as acids or solvents, dyes, inks, painters, human or animal body fluids ;
- damage resulting from direct exposure to sunlight and / or similar heat sources and conditions that would cause fading discoloration ;
- damage as a result of excessive use, misuse or force majeure ;
- damage caused by transport or incorrect handling of the product ;
- damage caused by repairs carried out by third parties not authorized by the producer ;
- the interpretation of lack of conformity due to erroneous information or negligence committed by the customer ;
- claims for products that have been tampered with or removed from the brand label on the product ;
- interventions involving fees equal to or greater than the purchase price of the property ;
- any packaging and transport costs to and from our warehouse ;

- complaints about the natural softening of the cushions and seats, due to the use of the products, it should in no way be interpreted as a loss of resilience due to production errors or imperfections of the material or under no circumstances, a lack of conformity ;
- complaints about possible intrinsic characteristics of the artisanal nature of the product, such as slight differences in seam pitch, cushioning alignment tolerances, product measurements and any other slight deviations due to the artisanal nature of the product and / or the manuality of the operator.

THE LOSS OF THE GUARANTEE

The loss of the guarantee rights can occur in the following cases:

- the lack of cleaning and preservation of the product, resulting in its visible neglect and dirt ;
- cleaning and preservation of the products containing too frequent or too strong polishing ;
- too intensive artificial or natural lighting ;
- dyeing by clothes or other colorants ;
- using the product in a room in which the temperature is lower than 15 °C or higher than 30°C;
- using the product in a room in which the humidity is lower than 40% or higher than 70% ;
- contact of the piece of furniture with water or other liquids (for example acids, colorants, body care lotions) ;
- noticing of repairs or improvements made by the customer ;
- damages, for example caused by pets, cigarette burns ;
- damages caused by improper transport by the customer.

THE COMPLAINTS PROCEDURE

In order to assert the rights resulting from the conventional guarantee of the Florenzzi brand, the customer, as soon as he finds a lack of conformity and in any case, before the declaration term provided for by the local reference regulations, must submit the request assistance from Florenzzi customer service.

1. Any complaint should be submitted to the seller along with the purchase documentation: invoice and the guarantee card.
2. The Person complaining along with the Seller registers a complaint, which is sent to the Customer Service Department of the Guarantor.
3. After taking the complaint, the Client will have to immediately send the pictures documenting the defects to the Customer Service Department of Florenzzi.
4. In case of considering the complaints as groundless, the Guarantor or the Seller will give the customer a statement in writing about that along with the reasons.
5. In case of accepting the complaint, the Guarantor or the Seller will agree with the customer the procedure of rectification.
6. The Guarantor has 14 days to accept the claim. If he considers that the guarantee is taken into account, he will have 30 days to solve the problem.
7. The deterioration of the furniture can be rectified either by repair or by replacement. If the original material is not available at the time of repair, the Guarantor reserves the right to replace it with another of the same quality and the same values. In case a construction change, the Guarantor will use the new technology available at the time.
8. The Guarantor agrees to offer free of charge repair service for products found to be defective. If, after an appraisal, the product is not recognized as defective by the Guarantor, the Guarantor will propose an estimate for the product's implementation.

The Guarantor does not cover any moral or material losses, lost earnings or other benefits experienced by the customer in connection with potential defect of the product purchased.

The guarantee for the sold product does not exclude, limit or suspend the rights of the Buyer resulting from inconsistency of the product with the contract.

LEGAL RIGHTS FOR THE CONSUMER

For consumers who benefit from consumer protection standards or regulations in the country of purchase, the benefits conferred by the Florenzzi brand's conventional warranty are considered to be complementary to the rights provided by these laws and the reference regulations, which are not derogable. The specific consumer rights protected by the guarantee can not vary from one country to another.