



## Vitra Limited Product Warranty for Classic Products

The following products produced by Vitra and sold under the Vitra brand (“Products”) outside the United States and Canada\* after 1 September 2020 are covered by Vitra’s limited manufacturer warranty (“Limited Warranty”):

<b>Ten (10) years</b> limited to the private use at home	<b>Thirty (30) years</b> for private and business use
<ul style="list-style-type: none"> <li>• Eames Plastic Chair</li> <li>• Eames Fiberglass Chair</li> <li>• Wire Chair</li> <li>• Eames Lounge Chair</li> <li>• Organic Chair</li> <li>• Panton Chair</li> <li>• Panton Junior</li> <li>• Panton Chair Classic</li> <li>• Standard</li> <li>• Standard SP</li> <li>• Cité</li> <li>• Landi Chair</li> <li>• .03</li> <li>• TipTon and TipTon RE</li> </ul>	<ul style="list-style-type: none"> <li>• Eames Aluminium Group</li> <li>• Eames Soft Pad Group</li> </ul>

**Vitra warrants that the Products are free from defects in material and workmanship for the indicated warranty period from the date of purchase (“Warranty Period”) except as limited or described below.**

The Warranty Period for pneumatic cylinders, casters, sliders, and fitting parts is two (2) years. If Products which Vitra states are suitable for outdoor use are regularly used outdoors, their Warranty Period is reduced to two (2) years. \* \*

This Limited Warranty is granted subject to registration of the Product on [vitra.com](http://vitra.com) within three (3) months after the purchase of the Product. Registration requires the presentation of the original invoice and individual Product information as issued by Vitra or its authorized dealers or retailers (see [www.vitra.com/warranty](http://www.vitra.com/warranty) for further information regarding the registration process). Display pieces and Products acquired at Factory Sales are excluded from the Limited Warranty.

This Limited Warranty is granted in addition to any other legal claims or remedies that a customer may be entitled to assert on other legal grounds against Vitra or its authorized dealers or retailers. In particular, in the event of Product defects any customer has statutory rights, the exercise of which is free of charge and which are not limited by this Limited Warranty.

This Limited Warranty does not apply to damage, failure, loss or any Product’s properties resulting from any of the following:

- improper use or incorrect handling or modification of the Products (e.g. treatment of fabrics with unsuitable chemical agents);
- non-compliance with Vitra’s instructions for use, maintenance or care;

\* Vitra Inc. provides the warranty set forth at [www.vitra.com/en-us/warranty](http://www.vitra.com/en-us/warranty) in the United States and Canada.

\*\* This applies to the Eames Plastic Chair (depending on the configuration), the Wire Chair (depending on the configuration), the Panton Chair, the Panton Junior, the TipTon and the TipTon RE. There is no reduction of the Warranty Period for the Landi Chair.

- exposure to unsuitable environmental conditions (climate, humidity, chemicals, proximity to the sea) and/or fading as a result of direct sunlight;
- maintenance, repair, handling and/or any other interventions by unauthorized persons;
- normal wear and tear (e.g. of felt glides), including any wear and tear as a result of insufficient care or non-compliance with maintenance or care instructions;
- the use of sharp objects (e.g. writing tools) on the surface of the Products;
- the use of Products outside the private domain (except Eames Aluminium Group and Eames Soft Pad Group);
- the use of Products during more than 10 hours per day; and/or
- the use of customer owned materials (COM) or other non-standard fabrics or customer-supplied items.

Neither in any of the above events nor in case of variations naturally occurring in wood grain, leather, stone and other natural materials, surface pilling of fabric and textiles, discoloration of textiles and surface materials, formation of wrinkles on leather and textiles as well as minor variations to cuttings, samples, or swatch cards shall constitute a defect in material and/or workmanship under this Limited Warranty or any applicable statutory warranty provisions.

Only the customer who originally purchased a new Product from Vitra or any of its authorized dealers or retailers or such customer's legal successor(s) may make claims under the Limited Warranty. The Limited Warranty does not extend to any subsequent buyer or other transferee of a Product.

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If, within the applicable Warranty Period, any Products prove to be defective, Vitra will, at its own discretion, either repair or replace the affected Product or Product part at no charge. Vitra is entitled to replace the affected Product with a Product comparable in function, performance and quality if the affected Product has been discontinued. Instead of repair or replacement, Vitra has the right, at its sole discretion, to grant a refund or price reduction for the affected Product, which is calculated based on the pro-rated time value of the affected Product.

Replaced Products or replaced Product parts shall become the property of Vitra. Delivery of a replacement Product or repair of a Product does not result in a renewal or extension of the applicable Warranty Period.

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The remedies under this Limited Warranty are sole and exclusive remedies and Vitra's entire liability for any breach of this Limited Warranty.

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*Version: 3 January 2022*