

Warranty

Vitra warrants that the goods are free from defects in material and workmanship for two years from the date of delivery. All other warranties are expressly excluded.

Vitra's warranty does not apply to defects, damage, failure or loss resulting from (i) improper use or incorrect handling or modification of the goods (e.g. treatment of fabrics with unsuitable chemical agents), (ii) non-compliance with the instructions for use or exposure to unsuitable environmental conditions (climate, humidity, chemicals, direct sunlight), (iii) maintenance by unauthorized persons, (iv) normal wear and tear (e.g. regarding castors, surfaces) and (v) the use of customer owned materials (COM).

Vitra is not responsible for damage to goods which occurs in transit. Damages in transit shall be notified to the responsible carrier in writing immediately after receipt of the goods and Vitra shall be informed accordingly.

Defects in the goods supplied, discrepancies in qualities supplied or incorrect delivery must be notified to Vitra within eight (8) calendar days from receipt of the goods. In case of hidden defects, the customer shall notify Vitra within five (5) calendar days after having detected such defect. Otherwise, the customer shall lose its claims with regard to these defects.

The customer has to check the delivered goods immediately upon receipt. If any goods prove to be defective, we will, at our own discretion, either rectify the defect or deliver a comparable replacement product (or replacement product part). If repair or replacement is commercially impracticable, we may grant to the customer a refund or price reduction for the defective goods. There shall be no other right of claim against us. Delivery of a replacement product does not result in a renewal or extension of the warranty period.

Vitra's liability is strictly limited to the aforementioned obligations. Vitra shall bear no liability for any indirect or consequential loss, loss of profits or loss of business of customer howsoever arising. No limitation applies to Vitra's liability for death or personal injury, damages caused by Vitra's willful misconduct or gross negligence or in case of mandatory product liability.