Warranty Terms and Conditions for Loose Furniture by Arvo Piiroinen Oy (PIIROINEN)

Valid from May 1, 2026
PIIROINEN reserves the right to update the warranty terms at any time it deems necessary.

PIIROINEN grants a five (5) year warranty for its newly manufactured loose furniture, starting from the date of delivery. If the warranty period of a product differs from five years, this will be clearly stated in the offer. For custom-made special products manufactured as new production, the warranty is granted under terms agreed separately with the customer.

For furniture that has been serviced or repaired as part of lifecycle services, a warranty is granted on a project-specific basis under separately agreed terms. The warranty period is influenced, among other things, by whether the product was originally manufactured by Piiroinen or by another manufacturer, and what the service has covered. In many cases, a five (5) year warranty can be granted for the performed service work.

The validity of the warranty requires that the customer provides Piiroinen with written documentation verifying the original purchase, such as an invoice or order confirmation. The product warranty remains valid if the original buyer resells the product. The new owner must also be able to present the purchase documentation in the manner described above.

Scope of the warranty and procedure for reporting issues

The warranty applies to normal use of the products under normal usage conditions. A five (5) year warranty period refers to use in a typical public environment for an average of eight (8) hours per day and no more than five (5) days per week. If it is known prior to purchase that the product will be subject to significantly heavier use, it is the buyer's responsibility to inform Piiroinen.

The warranty covers manufacturing and material defects. Validity of the warranty requires that the products have been installed by Piiroinen or installers authorized by Piiroinen, and that the products are used and stored carefully in accordance with Piiroinen's instructions.

If the customer detects an issue covered by the warranty, it must be reported to Piiroinen in writing. The matter will then proceed according to Piiroinen's complaint process, where Piiroinen first has the right to investigate the issue and determine whether it falls within the warranty. In cases covered by the warranty, the primary approach is that **PIIROINEN repairs the defective product within a reasonable time**. It is also possible to replace the defective product with a corresponding new one. PIIROINEN and the customer will jointly agree on the resolution.

The customer should note the following regarding warranty validity:

- The warranty does not cover normal wear and tear of materials and components (such as upholstery, surface materials, wooden parts, glides, and similar parts).
- The warranty does not cover scratching, wear, or damage to surface materials resulting from intentional or unintentional user actions. For example, metal parts on users' clothing (zippers, studs, etc.) may damage products. Strong hand sanitizers may also wear down surface materials.
- The warranty does not automatically cover components subject to wear if their wear, fatigue, or breakage may result from exceptional use. Examples include:

    - **Gas springs:** Gas springs are wear components whose lifespan depends on usage frequency and load. For example, if after 2–3 years of use only a few chairs from the original batch have gas spring issues, this typically indicates usage-related wear rather than a defect covered by the warranty.
    - **Chair casters:** Casters are wear components whose lifespan depends significantly on usage frequency and load. When casters break, it is always assessed case by case whether the issue is due to a defect covered by the warranty or usage-related damage.
- Using or storing products intended for indoor use in conditions where they are exposed to moisture or direct sunlight may damage them. The warranty does not cover such damage.
- The warranty does not cover damage caused by cleaning agents or maintenance not in accordance with Piiroinen's care instructions.
- The warranty does not cover damage caused during use, storage, handling, or similar situations resulting from intentional or unintentional abnormal actions.
- The warranty does not cover damage occurring before actual use if the product was delivered intact but damaged due to factors beyond Piiroinen's control.
- The warranty does not cover cases where the product has been combined with parts or accessories not approved by Piiroinen.
- The warranty does not cover transport-related damage if the transport is not handled by **PIIROINEN** or an authorized party.
- The warranty does not cover issues arising from carrying and/or installation if these are not performed by **PIIROINEN** or an authorized party.

Limitation of liability

PIIROINEN is not obligated to compensate the customer for any product-related issues other than those covered by this warranty. PIIROINEN is not liable for indirect damages, loss of earnings, or similar consequential losses.