

## Warranty Terms and Conditions for Furniture by Arvo Piironen Oy (PIIROINEN)

Valid from June 1, 2024

PIIROINEN reserves the right to update the warranty terms at any time it deems necessary.

PIIROINEN grants a five (5) year warranty for all new **products in its standard and project collections**, starting from the date of delivery. For other new **custom-made products**, PIIROINEN provides a warranty based on terms agreed separately with the customer. Products included in lifecycle services are covered by a warranty according to project-specific terms agreed separately. For example, in terms of the technical durability of steel frame structures, a new five (5) year warranty can often be granted.

**PIIROINEN is responsible for clearly communicating to the customer which warranty terms apply.**

The warranty covers normal use of the products under standard operating conditions. The validity of the warranty requires that the products are installed by installers authorized by PIIROINEN, and that they are used and stored with care in accordance with PIIROINEN's provided instructions. The warranty covers possible material and manufacturing defects. PIIROINEN guarantees that each product complies with its predefined specifications.

The customer must notify PIIROINEN in writing if a warranty-related issue arises. The matter will then proceed in accordance with PIIROINEN's claims handling process. In warranty cases, the primary approach is that PIIROINEN will repair the defective product within a reasonable timeframe. Alternatively, the defective product may be replaced with a corresponding new product. PIIROINEN and the customer will jointly agree on the appropriate resolution.

**The customer should take the following into account regarding the validity of the warranty:**

- The warranty does not cover normal wear and tear of surface materials (e.g. upholstery, wooden parts, etc.).
- The warranty does not cover scratches, wear, or breakage of surface materials resulting from unintentional or intentional actions by users. For example, metal parts on clothing (such as chains, studs, etc.) may damage the product. Strong hand sanitizers can also deteriorate surface materials.
- Using or storing an indoor-use-only product outdoors may result in damage due to, for example, moisture or direct sunlight. The warranty does not cover issues caused by such conditions.
- The warranty does not cover damage caused by cleaning agents or maintenance methods that are not in accordance with PIIROINEN's care instructions.
- The warranty does not cover situations where the product has been damaged during use, storage, transportation, or similar, due to unintentional or intentional actions not considered part of normal use.
- The warranty does not cover damage to a product delivered intact but harmed before being put into actual use, due to actions beyond PIIROINEN's control, whether intentional or not.
- The warranty does not apply if the product has been combined with parts, accessories, or components that have not been approved by PIIROINEN.
- The warranty does not cover transportation-related damage if the transport has not been carried out by PIIROINEN or an authorized party.
- The warranty does not cover issues resulting from carrying and/or installing the product into its final location if this has not been performed by PIIROINEN or an authorized party.

**Limitation of Liability**

PIIROINEN is not obligated to compensate the customer for any issues other than those related to products and explicitly covered under this warranty. PIIROINEN shall not be held liable for any indirect damages, loss of income, or similar consequential losses.