

Salli Product Warranties

Salli Systems / Easydoing Oy ("Salli") gives a standard 2-5 year warranty (chairs 5 years, tables and accessories 2 years)

An extended warranty of ten years for Salli Saddle chairs to customers who register their chairs in Salli Systems database and respond to a customer feedback survey.

1. The standard warranty

The standard warranty from the date of purchase of the Salli product ("Product"), for any structural defect in the Product or a fault in its materials or assembly, which arise during regular and normal indoor use of the Product ("Defect"). The length of the warranty (2–5 years) for each individual Product is stated in the official product catalogue valid on the day of manufacture of the Product.

Any claim for Defect under this warranty must be made in writing to Salli immediately and in no case later than within seven (7) days from the date the distributor/end user became or should have become aware of the Defect. Any claims not made within said time-period will be null and void. The date of the purchase must be verified by the serial number of the Product and the receipt of the end user or book keeping of the distributor or Salli. The warranty time (2–5 years) is determined by the date of purchase.

The warranty given by Salli does not cover damage or faults caused by:

- any leather damaging liquids
- falling on the floor or dropping
- abrasion against hard, rough or sharp objects that leaves marks
- piercing or impressions made by sharp objects
- normal wear and tear
- pets
- any amendment or alteration made to the Product whatsoever by or at the request of distributor or end user
- any parts or objects other than those approved by Salli in writing prior to assembly used in the Product or in any way attached to the Product.

Distributor/end user shall send, at their cost, the defective Product to Salli's factory in Rautalampi, Finland or to Salli's warehouse or other place mutually agreed upon between the parties. Upon arrival of the defective Product, Salli shall inspect the Product without any delay.

Distributor/end user may also make a written description about the defected part and take a photo about it and send this material directly to Salli by mail or e-mail. Salli may also pay for the transportation of the defected part/product once it has verified that the defect is covered by the warranty. The repaired or replaced product will be returned to the distributor or the end user by Salli. Should the Product not be defective or the Defect not be covered by this warranty, the distributor/end user shall reimburse to Salli reasonable costs for the inspection of the Product and possible shipments.

Should it be unreasonably expensive or impractical to send the defective Product to Salli factory or to clear the warranty coverage by written or picture materials, the Defect must be verified by an impartial expert who is agreed on by Salli and distributor/end user for his warranty to be valid.

When the warranty coverage is clear according to the fore said measures, Salli may also send the defected parts to the distributor/end user. The warranty of Salli does not cover the work or costs of assembly of the spare parts, or disassembly of the old parts, on behalf of the end user or distributor but will provide them with adequate written or oral instructions.

The leather quality in the upholstery of the Product may change according to the quality level. Quality A1 is practically faultless; A2 can have slightly unequal surfaces in different sizes and more normal liveliness of natural leather. A3 quality can have scars in the skin or even more different or unequal surface areas in the leather but no holes or areas with broken surface.

Salli's limited warranty is in lieu of all other warranties whether written, oral, express or implied. The distributor's/end user's sole claim is for repair or replacement, at Salli's sole discretion, of any defective Product covered by the warranty. Salli shall not be responsible for any indirect, consequential, incidental or punitive damages or lost profits or loss of goodwill.

Salli does not make and hereby disclaims any other warranty, statutory or otherwise, express or implied with respect to the Product including, without limitation, any warranty of fitness for a particular purpose or merchantability. However, this Product Warranty does not and is not intended to limit the rights that consumers may have under mandatory law.

Distributor shall be responsible for, and Salli shall have no obligation to honor, any warranties that Distributor or any of its sub distributors or any other third party, as the case may be, provides to its customers and/or end-users with respect to the Product that are in addition to, or inconsistent with, the warranties provided by Salli in this Agreement.

2. The extended warranty

The extended warranty is given for Salli Saddle chairs when a customer registers the Salli chair, by using its individual product number, in the database of Salli Systems, on the Internet www.salli.com, within two (2) months after purchasing the product. The extended warranty for the chair is ten (10) years under the conditions of use specified in Section 1. The extended warranty is only valid when the registered customer responds to an electronic feedback survey that will be sent to him/her about six (6) months after his/her registration. The customer will be sent a link to the survey by email, and s/he must answer the survey within two (2) months.