



## 5-YEAR PRODUCT WARRANTY

HAY designs and manufactures furniture under the trademark HAY. HAY is dedicated to design and produce durable furniture which is designed to last. HAY puts great effort into choosing materials of high quality which help to secure the long life span of the products.

HAY provides a 5-year product warranty, which covers materials and workmanship on our furniture frame and upholstery. The warranty covers faults which were present at the time of purchase or which have occurred as a result of defects present at the time of purchase. The warranty period of 5 years is calculated from the date on the original invoice.

The 5-year product warranty does not apply in the following situations (the list is non-exhaustive):

- If the product has been stored, assembled or maintained wrongly
- If the product has been abused, misused or cleaned using wrong cleaning methods
- If the product has been altered or repaired by anyone else than HAY
- If a product deviates from a color sample, sample of wood or other kind of sample as such samples can only be considered as a guiding example
- Damage due to normal wear and tear, cuts or scratches or damages caused by impact or accidents
- In cases of consequential or incidental damage
- If replacement of gliders is needed and/or in case of damage due to lack of replacement of gliders
- If the product has been placed outdoors or in a humid environment

Reference is made to the HAY Care Guides for specific care instructions and guidance made available for each product variant.

The 5-year product warranty is not applicable for our accessories, lighting, rugs, outdoor furniture or small indoor furniture (e.g. side tables such as DLM, Tray Table, Slit, etc.) and it does not apply to separately purchased parts or spare parts.

For a product not covered by the 5-year product warranty, a claim can be made until 2 years after the purchase of the product with reference to the 2-year right of complaint in accordance with the Danish Sale of Goods Act.

During the applicable warranty period, HAY, as its sole obligation and in its sole discretion, will either repair, replace or issue a credit note in respect of the defect product, part or component sold after the effective date of this warranty.

This 5-year product warranty is applicable to products sold from 1 May, 2020.