



BACKFORCE

10-YEAR WARRANTY

BACKFORCE STANDS FOR "MADE IN GERMANY" HIGH-PERFORMANCE SEATING SOLUTIONS. WE DEVELOP CHAIRS THAT OFFER MAXIMUM BENEFITS TO PEOPLE. THESE BENEFITS ARE TECHNICAL, AESTHETIC, ERGONOMIC AND ECOLOGICAL, AS WELL AS ECONOMIC. QUALITY AND SUSTAINABILITY ARE OUR TOP PRIORITY. WE ARE CONVINCED OF THE UNCOMPROMISING RELIABILITY OF OUR SEATING SOLUTIONS. 100%.

YOU CAN THEREFORE NOW PROFIT FROM OUR 10-YEAR WARRANTY.

THE 10-YEAR WARRANTY APPLIES TO ALL BACKFORCE PRODUCTS AND ALL SPARE PARTS. EVEN GAS SPRINGS AND MECHANISMS. THE 10-YEAR WARRANTY APPLIES FOR PRODUCTS WITH A PRODUCTION DATE AS OF 1ST FEBRUARY 2016.



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BACKFORCE WARRANTY CONDITIONS

Backforce grants a warranty for the guaranteed products defined here, subject to the following conditions.

The warranty applies in addition to and without prejudice to any legal or contractual entitlements and rights that the claimant has.

Guaranteed products are all products by Backforce with the exception of electronic/digital products such as sensors.

This warranty covers guaranteed products manufactured by Backforce from 1st February 2016 onwards. The date of manufacture is stated on the label on the underside of the product.

The warranty covers guaranteed products that are used in Germany.

The only person entitled to make claims on this warranty is the owner of the guaranteed product. Other persons do not have the right to make claims on this warranty.

The warranty claim exists if a guaranteed product has a defect within the warranty period and there is no warranty exclusion.

The full warranty period is three years from the date of manufacture. The long-term warranty then covers the period from the start of the fourth year to the end of the tenth year following the date of manufacture.

Claims cannot be made on the warranty if

- The defect has been caused by the guaranteed product being installed, put into operation or transported incorrectly by or on behalf of the claimant; the guaranteed product being modified incorrectly [e.g. attempts at repair] by the claimant or by third parties that have not been authorised by Backforce; failure to observe safety regulations, operating instructions and installation standards; force majeure (storms, lightning strike, over-voltage, fire, etc.);
- The defect has been caused by normal wear and tear, natural deterioration or environmental factors;
- The defect has been caused by the claimant requesting a deliberate variation on the standard product or by any materials made available by the claimant.

If a warranty claim is made, Backforce shall remedy the defect – at its own discretion and at its own expense – by having the guaranteed product repaired by Backforce, a retailer or the claimant, or by supplying new or reconditioned parts. Spare parts shall be the property of Backforce.

If an inspection by Backforce reveals that a warranty claim cannot be made, and that the claimant could have known this, Backforce may charge a service fee for inspection and handling in accordance with its currently valid price list.

To make a claim on the warranty, Backforce requires the following information:

Description of the defect, model name, model number, order confirmation number, delivery note or invoice document (if applicable). This information about the chair and table models can be found on the label on the underside of every product. If this information is not provided, Backforce may refuse to process the warranty claim. The warranty claim can be processed more quickly and easily if Backforce is sent a photograph and/or a short video together with the information stated above.


A claim can be made on the warranty by sending this information to:

Backforce – a brand of
Interstuhl Büromöbel GmbH & Co. KG
Brühlstraße 21, 72469 Meßstetten-Tieringen
Deutschland / Germany
Fax +49 (0) 7436 871 88709
E-mail: info@interstuhl.com

The guaranteed product must be sent to INTERSTUHL in its original packaging or packaging of equal quality.

This warranty is subject to German law. If the purchaser is a merchant as defined in the German Commercial Code, a legal entity under public law or a special fund under public law, the registered office of INTERSTUHL shall be the exclusive place of jurisdiction – including on an international level – for all disputes arising from the warranty, either directly or indirectly.


Joachim Link
Managing
Partner


Helmut Link
Managing
Partner