

TERMS OF WARRANTY

1. Definitions:

Warrantor: INTAR TOOLS Spółka Jawna, NIP 5210003007, ul. Szeroka 77, 05-831 Parole, Poland.

Seller: a company selling Warrantor products, having a cooperation agreement with Warrantor.

Buyer: the person or company using the product under warranty.

2. Efficient operation of the product is guaranteed during the warranty period if the rules outlined in the terms of use and maintenance are followed.
3. The warranty is valid for the following periods:
 - chair - 3 years - from the date of sale,
 - lift mechanism (gas spring) - 5 years - from the production date specified on the boxThe warranty period may be extended; proof of warranty extension will be a note on the sales document. The sales document confirms the sale date and it can be a receipt, invoice, online order confirmation, or any other document confirming the purchase of the product on a specific date.
4. This warranty covers product failures caused by faulty parts or manufacturing defects.
5. During the warranty period, the warranty covers free replacement of defective parts as well as free repair.
6. A complaint should be submitted immediately, but no later than 7 days after the discovery of a potential defect in the product (if it is subject to the terms of this Warranty), by sending an e-mail with a reclamation form and photo documentation to the Warrantor or the Seller. Warrantor is the entity in charge of investigating the complaint.
7. Defects discovered during the warranty period will be repaired within 30 days of being reported unless it is impossible to keep the above deadline for objective reasons (e.g. technological). In such a case, the defect will be repaired as soon as possible, and the Buyer will be notified.
8. The Warrantor provides the following ways of implementing a positive considered complaint/reclamation:
 - if a defect is fixable in non-factory conditions, and can be done at the Buyer's expense (with the Buyer's consent and following the Warrantor's instructions).
 - if a defect is only fixable in factory conditions - at the Warrantor's establishment or another location specified by the Warrantor.
9. Shipping costs from the Buyer to Warrantor are carried by Warrantor, however, it is the Buyer's responsibility to pack and properly secure the goods for shipment.
10. The Buyer has the right to replace the product with a new one if three repairs have been made or if the defect cannot be fixed.
11. The warranty does not cover:
 - accidents and damage caused by them or during transport, when the transport is not under the Warrantor's or Seller's control,
 - Improper use,
 - damage caused by failure to follow the maintenance guidelines outlined in this document,
 - damage to upholstery/coatings caused by improper use of the product,
 - scratches on wooden/plywood, plastic, and metal elements caused by improper use of the product.
12. The warranty does not cover fabric/leather damage caused by mechanical damage caused by the use of items such as safety pins, clips, studs, etc. The Buyer's Acceptance of the

chair/armchair by the Buyer without reservations is equal to the confirmation that there are no mechanical damages on the upholstery. The warrantor is solely liable for damages caused by fabric/leather defects rooted in the fabric/leather itself.

13. Fabrics and leathers are flammable unless otherwise stated. In the case of non-flammable materials, Warrantor is not liable for damage to the fabric/leather/foam as a result of heat sources or an open flame (cigarette, match). Flame retardant matters are regulated by EN1021-1 and EN1021-2 standards.
14. If non-flammable materials are used, Warrantor guarantees that the materials used in the production of the chair/armchair meet the requirements of the relevant standards.
15. The territorial scope of warranty protection covers the territory of the Republic of Poland and the territory of the Seller's country to which the sale was made. In the case of a warranty repair in a country other than the Republic of Poland, the warranty repair is performed by the Seller responsible for the sale of Warrantor goods in a given country, at the expense of Warrantor, after agreeing with Warrantor the method, costs, and conditions of repair. The Warranty does not cover repair costs in countries other than the Warrantor's or Seller's country of sale.
16. The warranty does not limit, exclude, or suspend the Buyer's rights under the provisions on warranty for defects in the sold item.

MANUFACTURER

intar:seating

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APPLICATION AND MAINTENANCE

NOTICE ON GENERAL USE AND MAINTENANCE

1. GENERAL

The maximum allowable seat load is 150 kg.

The method of assembling and using the chair/armchair is illustrated graphically in the product instructions.

2. WHEELS

For hard floors (terracotta, gres, wood, wooden or artificial panels) use wheels with a soft tire - such castors can be ordered at the time of purchase (for an additional fee).

Wheels without a soft tire (hard) are only suitable for soft floors (carpets, linoleum).

Despite the use of the correct wheel, wooden floors or panels can be damaged during the use of the chair, which is the result of dirt (e.g. sand) getting between the tread and the ground. The seller is not responsible for damage to wooden floors or panels as a result of using chairs with wheels on these surfaces. To protect the substrate (panels, wood) you can purchase floor protection mats.

3. MAINTENANCE OF THE LIFT MECHANISM (GAS SPRING)

The piston of the pneumatic cylinder, every 6-12 months (depending on the nature of the rooms and their contamination), should be wiped with a dry cloth to remove dust and other dirt.

Every 2 years of use, lubricate the actuator piston with bearing grease (the grease must not be liquid). It is unacceptable to use WD-40 oils or other liquid oils - the liquid may leak from the bottom of the lift mechanism and stain the floor.

DO NOT DISASSEMBLE OR HEAT THE LIFT MECHANISM (GAS SPRING) - THERE IS HIGH-PRESSURE AIR INSIDE! REPLACEMENT ONLY BY A TRAINED PROFESSIONALS!

4. SCREWS AND NUTS

Before starting to use the chair, check that all screws and knobs are properly tightened. Start using the chair only when the screws are tightened.

After approx. 2-3 weeks of use, all screws and knobs should be checked again and tightened if necessary. If the assembly instructions provide for washers for screws - it must be strictly observed that these washers are installed in the right place.

5. LEATHER

In the case of leather armchairs - leather elements (the upper part of the seat and the front part of the backrest) are made of natural leather (grain leather or split leather), dyed, with the corrected side. Leather maintenance should be carried out following the general rules for the maintenance of leather products with products intended for this purpose. After purchasing a leather armchair, oil the leather with products for the maintenance of leather products as soon as possible. The leather is very susceptible to drying and degreasing resulting from changing weather conditions - frost/ heat, moisture/ drought, i.e. conditions normally occurring in transport and storage. Periodic oiling of the skin will increase its lifespan.

6. CLEANING OF FABRIC

If the fabric is dirty, the fabric should be cleaned in accordance with the recommendation for cleaning a given type of material. The name of the fabric is given in the product code (letter designation, e.g. TLL, TKE) and data on how to clean the fabric are provided on the website in the FABRICS tab. The safest way to clean any type of fabric is to use lukewarm soapy water, and in the case of heavy soiling, use an additional stain remover for colored clothes.

7. NOTICE ON CLEANING AND MAINTENANCE OF THE SURFACE

Steel products with a galvanized coating (chrome surfaces)

It is prohibited to use steel products for cleaning galvanized surfaces (chromed):

- Any chemicals containing solutions of hydrochloric acid and hypochlorite - this will damage the chrome coating and cause yellow discoloration of the elements,
- Agents containing hard, sharp abrasive substances (e.g. cleaning powders) - they will cause permanent scratching of the surface and loss of gloss and polish,
- Cleaning cream with chlorine (bleaches),
- Stainless steel scratch brushes.

Painted steel products

For cleaning painted surfaces in steel products, it is prohibited to use:

- Agents containing hard, sharp abrasive substances (e.g. cleaning powders) - they will cause permanent scratching of the surface and loss of gloss and smoothness,
- Stainless steel scratch brushes.

ADDITIONAL NOTES

1. Examples of incorrect use of the chair/armchair:
 - sitting on the armrests or pulling yourself up with both hands on the armrests (armrests are the elements of the chair on which the hands rest during normal use),
 - leaning the whole body weight on the backrest when the person is not sitting on the chair/armchair (e.g. standing behind a chair)
2. Before starting to use the chair/armchair, all chair parameters must be set properly. In particular, attention should be paid to adjusting the height of the seat and armrests to the height of the desk - failure to do so may result in damage to the armrests or desktop, for which the manufacturer is not responsible.
3. The user may not make any changes to the product without the consent of the manufacturer. Changes to the product or assembly inconsistent with the instructions exclude the manufacturer's warranty liability.

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