



KETTAL

Client support / General guarantee

General guarantee

For domestic use, all KETTAL, HUGONET and TRICONFORT brand products, except for lamps, batteries, cushions, covers and fabrics, are guaranteed for a period of five years against any manufacturing defect that affects their suitability for use.

This applies to normal conditions of use and maintenance. This guarantee does not apply to faults or imperfections resulting from the passage of time or normal wear and tear. Circumstances not covered by this guarantee include, but are not limited to, the fading or change in shade of colours, changes in wood texture, scratches resulting from use, etc. For non-domestic use, by the hotel and catering industry and collectives for example, all KETTAL, HUGONET, TRICONFORT brand products, except for lamps, batteries, cushions, covers and fabrics, are guaranteed for a period of two years. This guarantee is subject to the same conditions as outlined above. Under normal conditions of use and maintenance, lamps, excluding consumables and batteries, for domestic use are guaranteed for a period of two years against any manufacturing defect that affects their suitability for use. This guarantee does not apply to faults or imperfections resulting from the passage of time or normal wear and

tear. By way of an example, this guarantee will not cover discoloration or running of colours, cracks, scratches or small chips in the paintwork arising from use, etc. For non-domestic use, by the hotel and catering industry and collectives for example, under normal conditions of use and maintenance lamps, excluding consumables and batteries, are guaranteed for a period of one year against any manufacturing defect that affects their suitability for use. This guarantee is subject to the same conditions as outlined above. In case of complaint, contact our representative immediately or contact our offices directly. If the product is checked and is found to be flawed due purely to manufacturing faults, KETTAL S.L. will decide whether the product should be repaired or exchanged. Keep the manufacturing batch label attached to the furniture to ensure the validity of the guarantee.

For pavilions and pergolas, Kettal does NOT guarantee the product if it is not properly anchored to the floor. Anchoring is the responsibility of the user, not Kettal.

Kettal is not responsible for the assembly of any of its products. For appropriate cleaning, water and pH-neutral soap should be used (no power washers or water outside the temperature range of 10-40 °C). In the case of any other product or cleaning system being used, the product will not be covered by warranty.

