

Zanotta Guarantee

Zanotta guarantees its products for manufacturing defects for 5 years— except for the coverings whose guarantee lasts 2 years – from the date of delivery or, in the absence of a document that certifies it, from the date of invoice. Defects that may arise on the product in the following cases are excluded from the warranty: a) as a result of natural wear and tear due to the usage; b) as a result of improper storage or maintenance of the product or as a result of customer's negligence or fault; c) assembling defects caused by third parties not explicitly authorized by Zanotta; d) as a result of repairs, alterations or modifications made by the customer or by a third party on behalf of the customer. Will not be considered defects instead the lack of homogeneity of the aesthetic characteristics of natural materials such as, for example, leather Extra (leather 99), cowhide, fabrics made from natural fibers, wood, marble and stone in general. Surface finishing (painting, polishing, chrome plating, nickel plating, etc.) and the colour in particular, may slightly differ from later deliveries, without this constituting a defect under the guarantee. If obliged to respect the guarantee, Zanotta will decide, at its own discretion, whether to repair or replace the product, in whole or in part. The products or product parts replaced will be owned by Zanotta.