

WARRANTY CERTIFICATE VILAGRASA S.A.U

VILAGRASA S.A.U, as a manufacturer of furniture and accessories for professional use, guarantees its products for a period of five (5) years from the date of purchase for indoor products and two (2) years for outdoor use products.

This warranty exclusively covers manufacturing defects in materials and assembly and does not include normal wear and tear from use or deterioration caused by misuse, improper exposure, or extreme environmental conditions.

Warranty Coverage:

- Repair, replacement, or exchange of defective products and/or components at no additional cost to the customer.
- The warranty will only be effective if the customer presents the original purchase invoice of the products, along with sufficient images or samples that demonstrate the reason for the claim.

Warranty Validity Conditions:

This warranty will not be valid under the following conditions:

- If the product has been used or installed in a manner different from the instructions provided in the operation manual.
- If the recommended periodic maintenance by the manufacturer has not been performed.
- When damages result from usage beyond the product's capacity, mistreatment, impacts, exposure to excessive humidity, contact with corrosive liquids, or any other condition attributable to the consumer or improper installation.
- If the product has been disassembled, modified, or repaired by unauthorized personnel.
- In the case of natural wear of parts due to continuous use, including possible stains, scratches, or discoloration that were not reported within the first 24 hours after receipt of the product.

- If corrosion or damage results from use in marine areas or regions with particularly aggressive atmospheric conditions, such as high salinity, where additional treatment or maintenance of the furniture is recommended.

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Warranty Duration:

- **Products for exclusive indoor use:** Five (5) years warranty.
- **Products for outdoor use, fully or partially exposed to weather conditions:** Two (2) years warranty.

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Limitations:

- VILAGRASA S.A.U's responsibility is strictly limited to the conditions described herein and shall not be liable for additional, incidental, or consequential damages resulting from product use.
- No other verbal or written warranty, apart from that specified in this document, will be recognized by VILAGRASA S.A.U.

This certificate is part of VILAGRASA S.A.U's commitment to offering high-quality products that meet the highest manufacturing and safety standards. We kindly ask our customers to follow the usage and maintenance instructions to preserve the useful life of our products.

VILAGRASA S.A.U holds the following certifications, which validate its commitment to quality and sustainability in its production processes.



ISO 9001:2025



ISO 14001:2025



FOREST STEWARDSHIP COUNCIL



ALUMINIUM STEWARDSHIP INITIATIVE