



STwD
Wiślana 25 Street
85-773 Bydgoszcz, Poland

tel./fax. (+48) 52 344-08-08
mail: beds@beds.eu

Warranty

(1) General information

Company STwD leading online stores BEDS.eu, provide the products sold with the 3-year warranty, starting from the date of delivery of products to the customer.

Company STwD ensures that goods are of good quality and have no defect and comply with the requirements and functions if they are used with its intended purpose in terms considered typical, at normal load, their proper care and maintenance (normal operating conditions shall be determined by this warranty).

Warranty covers defects resulting from:

- incorrect production process;
- incomplete product;
- defects during proper use;

(2) Defects caused during transport

NOTE!

The content and status of the consignment must be thoroughly examined in the presence of the courier. Courier does not have the right to refuse to check the status of the consignment together with the Client - it is his duty.

If at any of the elements are visible mechanical damage, which can be unambiguously classified as arising during transport, it is necessary to write a complaint protocol, which courier should have. In the case when the courier does not have an appropriate form, it is required to draw up this type of hand-written letter in two copies (one for each side). The content should include the following information:

- a description of damages or losses (specify quantity and type of any lost of goods);
- no of bill of lading;
- the date of service;
- legible signature of the courier and the person receiving;

Protocol complaint significantly accelerates and facilitates the complaint regarding the products of mechanical damage occurring during transport. Also company STwD should be immediately informed about the situation (e-mail: beds@beds.eu or phone (+48) 52 344-08-08).

(3) The procedure for submission and consideration of complaints

Complaints must be submitted electronically to the address beds@beds.eu. The complaint should include:

- name of the client;
- the date of purchase and delivery device;
- a description of the defect and the circumstances of the incident or see;
- pictures of the product defect (significantly reduces the processing of claims);

The complaint should be notified no later than 2 months from the date of disclosure of defects. Guarantor accepts the complaint setting out the proceedings for the removal of defects or not accept the complaint when it is unfounded. Guarantor has 14 days for the setting up the decision and sending it to the buyer via e-mail.



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(4) Exception from the warranty

Loss of warranty power is in the event of:

- assembly does not comply with the instructions provided;
- use the furniture in the range of temperatures below 15° C or above 25° C;
- use the furniture in the range of humidity below 45% or above 65%;
- use the furniture near heat sources (radiators, stoves, etc.) - **min. furniture set distance from the source of heat is 1 m;**
- flooding furniture with water or other liquid;
- use the furniture misused;
- soiled article;
- establish improper implementation of procedures for cleaning and maintenance;
- repairing by unauthorized persons;
- defects and damage caused by animals;
- damage resulting from improper transportation of furniture by buyer;
- mechanical failures;

As defect will not be considered:

- natural aroma of oiled products;
- changes naturally occurring during standard use of furniture;
- properties resulting from the type of material used (solid wood);
- the differences in shade of wood (wood as a natural material have differing shades depending on the conditions of its natural habitat);
- visible beams of wood as a core element of its anatomical construction;
- little darker color (the so-called "false tough") as an element of the anatomical construction of beech wood;
- filling slight losses in the wood (unless its colour is similar to the colour of component and are not on exposed parts of elements such as: the table top plate, door, drawer front, headboards, etc.);

(5) Final statements

STwD Company reserves the right to change the terms of the warranty. The new warranty will not be applied retroactively.