



PRODUCT PASSPORT

Manufacturer: METTA COMPANY

Name:

Serial number:

Date of sale:

Seller (individual entrepreneur, organization):

**I received the product and instructions.
Familiar with the terms of the warranty repair.**

Buyer's signature:

Checked the product.

Seller's signature (full name):

Answers to warranty service questions
you can find it in the warranty section of the website.

metta.pro

INNOVATIVE **METTA**[®] ERGONOMICS

Warranty terms

Ergonomic chairs,
components

2^{*}
years

 **free
warranty**

* Detailed conditions in the warranty.

Valid on 15.03.2023 for no customer
service from manufacturing company
country purchase.





WARRANTY OBLIGATIONS

Everyday home and office life imposes strict requirements on furniture. Our ergonomic chairs have been tested for compliance with the highest European standards and the requirements of continuous use EN 1335-1 "Office furniture. Office work chair. Dimensions. Determination of dimensions" and EN 1335-2 "Office furniture. Office work chair. Safety requirements", which is confirmed by the certificate of conformity of the Swiss independent organization Swiss Approval Technische Bewertung S.A. Therefore, we offer free of charge 2 year warranty for movable elements of ergonomic chairs and their components in accordance with warranty certificate provided in this booklet in countries where service control is not available at the moment of the purchase (see more at www.metta.pro).

The free warranty period is 2 years.

The period starts from the date of purchase and is valid for 2 years. A Proof of purchase of a product is a document confirming its purchase.

Components covered by the free 2-year warranty:

The warranty is applicable in cases of detection of material defects or manufacturing defects in the following components:

- **Carrying frame**
The carrying frame is the steel frames of the backs, seats, armrests.
- **Movable elements**
Movable elements - components that are responsible for moving functions and regulations: mechanism for adjusting the tilt (swing) of backrest, gas lift, rollers, mechanism for adjusting the armrests.
- **Five star base warranty**
- **Warranty for upholstery materials**
In case of damage to the upholstery material, the entire component (for example, the backrest, seat, or an armrest) must be replaced.

To solve the problem, the Company, after evaluating the product, will decide whether the warranty conditions apply to it. Product's defects can be eliminated, or it can be replaced with the same or similar product.

If the Company is responsible for warranty repairs, the Company undertakes to reimburse the costs of repairs, spare parts, working hours and rides of the Company's working staff, provided that access to the goods for repair purposes does not involve additional expenses. These warranty conditions do not apply if non-certified employees of the Company or its authorized specialists perform the repair work, or if there are traces of attempts at non-qualified repairs. Any defective part replaced during a repair remains the property of the Company. If the product is out of stock, the Company will offer a suitable replacement or refund the cost of the defective product.



WARRANTY CONDITIONS

The warranty period starts from the date of purchase.

To prove the purchase of a product, a document confirming its purchase is required.

Exceptions

The warranty does not apply in case of non-commercial use of the product.

The warranty does not apply in case of non-consumer uses, assembled or installed incorrectly, used with violation of the rules / norms of operation or for other purposes, as well as in case of violation of the care instructions. The warranty does not cover defects caused by natural disasters.

The warranty does not cover normal wear and tear of parts and materials, cuts and scratches, as well as damage caused over time by using the product, or by an impact or accident.

The warranty does not apply to changes in the noise level of the seat mechanisms.

The warranty does not apply to natural traces, creases and wrinkles on the upholstery made of genuine leather, inconsistency in hue, color and structure of materials at the joints of stitches, textile pilling, abrasion, creases, creasing of pile, and shades of light materials from clothing.

The warranty does not apply to changes in the surface finish of components and materials, including color fastness, due to aging, exposure to light or direct sunlight.

The warranty does not apply if the product was kept outdoors or in a humid room (unless otherwise specified in the product description or instructions for it).

The warranty also does not apply to accidental damages and defects caused by intentional or careless actions of the consumer or third parties.

The warranty does not apply to damaged and failed components of chairs sold from the showrooms of retail outlets, if these defects were present at the time of sale and the buyer was notified of them in written form.

You will find more information in the description of each product.

Care instructions

The buyer has the right to demand the fulfillment of warranty obligations if he carefully followed all the care instructions written in the instructions for the product or on the Company's website.

General legal requirements

This product warranty gives the buyer additional rights. It does not infringe in any way on the consumer's rights defined by the legislation.

Where to apply for warranty service?

If a problem occurs, contact the place of purchase.

If you want to leave feedback, contact www.metta.pro.