

# Musterring

GUARANTEE  
CERTIFICATE

you  
are  
at home\_



Important part of your contract of purchase



# CONGRATULATIONS ON YOUR NEW ITEM OF MUSTERRING FURNITURE!

**You have decided on an outstanding product – and we want you to enjoy it for years to come. When developing our furniture, we set ambitious goals for ourselves in terms of design, function, material selection and workmanship.**

This certificate lists our guarantee services – to make sure that you know that this is quality you can trust. Your specialist retailer has presented this document to you – please keep it safe, as it is part of your contract of purchase.

## 5 years' guarantee for you

As the initial purchaser of a Musterring product, you get a full 5 years' guarantee from our licensed retail partners! We guarantee that your item of furniture is free from material and manufacturing defects. The guarantee covers new items and private individuals and is linked to the country in which the contract of purchase was concluded. Important: this guarantee is not transferable to other persons.

Naturally, the statutory guarantee of 2 years remains in effect. This means: your rights under the contract of purchase remain unaffected by our guarantee. If something was not right with your purchase, you can rely on the legal rules.

## What to do if there's a warranty claim?

If a complaint should actually arise, you are kindly requested to contact your retail partner directly. To help them deliver quick assistance, you'll need:

- your contract of purchase,
- a detailed description of the problem
- and a few photos (preferably taken from 2–3 metres and at close range as well).

As your contractual partner, the retailer will carefully review the case. If the guarantee applies, the problem will be corrected free of charge. This always applies to the part described in the complaint, not the entire scope of delivery.

Please note that the object of the purchase is considered to have a defect only if the product is actually affected by a fault that is not your responsibility. You are kindly requested to carefully consult the product information provided if a problem occurs. However, if a request submitted for the rectification of faults is unfounded, this may be considered a contravention of the agreement under section 439 I of the BGB (German Civil Code) and could lead to claims for damages.

## Guarantee conditions

As your contractual partner, the retailer will honour the guarantee through rectification or subsequent delivery – at its discretion. Please note that this does not hamper or interrupt the guarantee. It ends five years after the date of delivery.

Appropriate storage, transport, assembly, connection and instruction by specialists pursuant to manufacturer specifications, as well as compliance with the instructions for care and use, are necessary prerequisites for the guarantee.

## Exceptions that are not covered by the guarantee:

- Third-party goods e.g. electronic components, fitted sinks, mixer taps etc.
- Upholstered furniture covers and consumables (rechargeable batteries, batteries, bulbs, gas pressure springs, chair glides...)
- Normal signs of wear that are the result of natural use
- Inappropriate assemblies or services provided by unauthorised persons
- Additional services in association with planning and installation
- Unusual, e.g. commercial use outside the private living area
- Inappropriate use of heat, moisture, liquids and care products
- Damage caused by sharp, pointed, hot or damp objects
- Environmental influences such as extreme dryness, moisture, light, temperature
- Deliberate destruction, misuse, overuse or accidental damage
- Damage and stains from pets, sources of heat, weather
- Stains (e.g. perspiration, skin or hair care products)
- Discolouration from medicinal constituents (toxic reaction)
- Any changes resulting from products containing acids, solvents or alcohol
- Unsuitable cleaning, repairs or attempts at retouching
- Damage caused by the absorption of standing moisture or by not removing condensation
- Typical product characteristics that do not constitute flaws
- Maintenance tasks or changes to the object of the contract

- Display items, since after frequent conversions, use and demonstrations they are no longer in a new condition. The statutory guarantee of 2 years applies, as does the recommendation to record any signs of use or malfunctions on transfer of risk.

Damage caused by third-party products such as steam cleaners, incorrect impregnating and care products, discolouration from jeans or other non-colourfast textiles, Velcro on leisure clothing and other stuck-on substances containing sugar, acids, softeners, bleaches or solvents are not covered by the guarantee.

The Musterring guarantee does not include 5 years new condition, nor does it include an availability guarantee since it is customary in the industry for reorders or changes only to be guaranteed until the model or design is discontinued. We reserve the right to make product changes and quality improvements in view of technological progress or to maintain availability for delivery (shape/colour/function/etc.), and to correct erroneous information in the catalogue.

Cover fabrics from the Musterring FLAIR 1 + 2 and MULTIPROTECT collections are covered by a separate 5-year guarantee by textiles manufacturer JAB ANSTOETZ for abrasion resistance and rubfastness pursuant to RAL GZ/430/4.

## GENERAL INFORMATION ON THE INSTRUCTIONS FOR CARE AND USE



You can use the QR code to download the Instructions for Care and Use!

In the Instructions for Care and Use, you will find lots of information in alphabetical order about general product characteristics and the appropriate use of your furniture and furnishing items.

In order to ensure that you have many years of pleasure with your furniture, we provide you with detailed information on manufacturer specifications, typical product characteristics, normal and natural changes resulting from daily use, and the effects of light, sun, room climate and much more. You will also receive important cleaning, care and maintenance information.

**Please read the information that is relevant to you with care. If you have any questions, or in special cases that are not included because of the limited scope of the Instructions for Care and Use, please contact your furniture retailer.**



# CERTIFICATE

## 5 YEARS' MUSTERRING GUARANTEE



**5 YEARS'  
GUARANTEE**  
pursuant to  
guarantee  
certificate



**QUALITY  
TESTED**  
by Musterring



**EMISSION  
TESTED**  
by Musterring

The purchaser receives 5 years' guarantee on this model, based on the assumption that it will be used correctly and our product information in the Instructions for Care and Use will be observed.

The guarantee is only valid in conjunction with the contract of purchase with the furnishing establishment, and can only be applied on presentation of said contract.

**Thank you very much for your trust! We hope you enjoy your new Musterring furniture for many years to come!**

Design name / no.

No. of the contract of purchase

Stamp of the furniture store



**Musterring**