

Warranty

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Thank you for trusting SECOLO

Warranty

General Warranty

SECOLO products are covered by a warranty on functional or aesthetic (finishes) defects – that occur as a result of the design and/or production of the elements and/or assembly of the finished product, so that they make the product not usable or adversely affect the use of the product.

SECOLO guarantees its products for 1 year from the date of the invoice or receipt.

For the duration of this period, SECOLO is committed to evaluate the damage with the client and advise promptly on the best course of action.

All fabrics, leather, and materials in general that are provided by the customer are not covered by the SECOLO warranty herein.

With regard to the guarantee herein, the following shall not be considered defects: differences or unevenness of the aesthetic characteristics of natural materials such as, for example, wood (not only solid wood), natural fibre fabrics, leather, glass, marble and stones in general. The surface finishes, with specific reference to colours (paint, plating, anodizing, and polishing) can be slightly different from one piece to another, without constituting a defect for warranty purposes.

The colour samples shown in the catalogues are strictly indicative and may not correspond precisely to the actual colours. Exposure of products to sunlight or artificial light may alter the original colours.

No guarantee is provided for assembly defects when the assembly has been performed by third parties not explicitly assigned, hired, or authorized by SECOLO.

The guarantee herein covers replacement or repair free of charge, under and depending upon SECOLO's judgement, of unusable or defective components or the entire product.

Exclusions

The guarantee shall expire in the event that:

- Products have been used or maintained improperly.
- Defects have derived from negligence.
- Damage has derived from disassembly, repairs, alterations and modifications when done by persons or organisations not explicitly authorised.

The guarantee does not cover:

- Defects or damages deriving from failure to follow user instructions, or cleaning and maintenance suggestions included in the product data sheet inside the package.
- Damages caused by heat sources, burns, cuts, pets, corrosive materials, unsuitable environmental conditions (humidity, dryness, salinity, atmospheric pollution, etc.), natural disasters or any force majeure event.
- Damages arising from incorrect transportation or handling.
- Theft or attempted theft.

In order to best preserve the product over time, be careful not to jump and not to sit on the protruding parts, backrests and armrests.

Do not drag but lift the product in order to avoid damages to parts that touch the ground. Protect the product from contact with sharp or pointy edges and from liquids or cleaning products that contain corrosive agents.

The guarantee does not cover transportation or shipping costs or claims of any kind, arising from non-use or partial use of the product, even if temporary, due to the defects described herein.

Important Notice

SECOLO cannot guarantee the originality and quality of products purchased from unauthorized dealers. Moreover, products purchased from unauthorized dealers might not be covered by a SECOLO guarantee or customer care service.

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