

Warranty terms valid from January 1st 2022

Primary end customers who purchase products made by JUTZLER AG, Bahnhofstrasse 6e, 3414 Oberburg, Switzerland via an authorised specialist retailer are granted a five-year warranty by JUTZLER AG from the date of invoice, to the extent of the provisions specified below. This voluntary warranty applies in addition to the statutory warranty rights the primary end customer is entitled to vis-à-vis their retailer or JUTZLER AG. Any further rights the primary end customer has vis-à-vis JUTZLER AG are unaffected.

This warranty applies exclusively to private home use and proper usage with regard to the material and surface characteristics, the functionality of the fittings used, proper workmanship with regard to the materials used, and the construction. Please note that deviations within tolerances for furniture and furniture components in industrial mass production cannot be avoided due to the manufacturing technology. Should the deviations/tolerances in colour, dimensions and structure lie within the national and international standards, these are considered "typical properties".

The consequences of the customer's own attempts to resolve damage and defects, as well as normal wear and tear and natural changes in colour, are not covered by this warranty. Re-orders and changes are only covered by the warranty until the date upon which the manufacture of a model variant, colour or decoration variant or item design is discontinued.

Furthermore, the warranty shall only apply if the furniture or furniture components were correctly assembled. Transport damage for which JUTZLER AG is not responsible shall not be covered by the warranty.

The warranty does not cover accessories such as transformers and similar components, electrical and electronic ballasts, electronic touch switches and lamps. Only the statutory warranty rights and any additional respective entitlements apply to these products.

The warranty excludes the following:

- damage caused by third-party products
- normal and natural signs of wear
- wear due to excessive or improper use
- exceeding load and weight limits
- environmental factors such as extreme dryness, humidity, light and temperatures
- improper exposure to heat, humidity, liquids and cleaning products
- wilful damage to or misuse of the product
- unsuitable cleaning and care products
- moisture damage due to standing humidity or accumulated condensate not being removed
- damage caused by improper transport, delivery, or improper assembly/disassembly and changes
- changes to the solid wood (warping, fading, cracks etc.) due to environmental factors
- availability of discontinued models

General quality and assessment criteria:

- a harmonious overall impression at a distance of two to three metres
- the issue must be immediately obvious to a layperson

Warranty conditions between JUTZLER AG and a private end customer:

No liability shall be accepted for consequential damages resulting from improper self-assembly or failure to observe the assembly instructions. Claims relate only to the defective item and not to the entire delivery. The warranty is terminated if the furniture is sold to a third party. In the event that a warranty claim is made during the warranty period, material defects shall be resolved either by one of our retail partners or our company at our discretion. To make a claim on this warranty, the primary end customer must notify JUTZLER AG by e-mail (welcome@jutzler.swiss), or by post (JUTZLER AG, Bahnhofstrasse 6e, 3414 Oberburg, Switzerland), or the authorised specialist retailer from which they purchased the JUTZLER AG product. The five-year warranty shall only be deemed valid upon presentation of the purchase agreement, and does not constitute a claim that the product should appear to be in mint condition after five years. The warranty period for integrated replacement parts ends when the warranty period for the product as a whole expires.

Further claims, in particular claims for reimbursement of expenses or damages, are not justified by this warranty. The customer's statutory warranty rights, such as to subsequent performance, rescission and compensation of damages, are not limited by this warranty. It is expressly noted that exercising their legal rights in the event of defects shall be free of charge to the customer. Showroom products are excluded from the extended warranty.

Data protection: We process personal data that the customer discloses to us in the course of making a warranty claim exclusively for the purpose of fulfilling our obligations as described above. By making a claim on the warranty, you confirm your acceptance of our data protection policy. This can be viewed at <https://www.jutzler.swiss/en/the-jutzler-ag/data-protection/>.

The purchaser's rights pursuant to the applicable national laws, i.e. the rights granted to them vis-à-vis the seller under the purchase agreement, are not affected by this warranty. This warranty applies in addition to the applicable warranty and liability regulations and does not limit the rights of consumers vis-à-vis sellers or other statutory rights or non-negotiable rights under the law on the general terms of business in line with national or European law.

JUTZLER AG