



Chongqing Gaotian Industrial and Trade Co.Ltd

Address:Jinyi Road No.1, baishiyei Town, Jiulongpo District,Chongqing,China

Tel:+86-23-65706780

Fax:+86-23-65703816

Website:www.gtchair.com

E-mail:sales@gtchair.com

AFTER-SALES QUALITY WARRANTY

Chongqing Gaotian Industrial and Trade Co.,Ltd(GTCHAIR) is aimed to provide high quality products to all the customers. We offer 12 years warranty for all chairs we sold out according to the anti-counterfeiting laser code on the mechanism. The laser code records the customer, order and manufacturing information. The warranty time starts from the date on the mechanism, this laser code ensures customer received better after sales service.

A. WARRANTY PERIODS

- a. Aluminum alloy frame (12years)
- b. Plastic frame, Chair Base (10 years)
- c. Gas Lift , Mechanism, casters (5 years)
- d. Headrests, armrests, lumbar support, hangers, footrests (3 years)
- e. Fabrics, Mesh, leather, Foam (2 years)

B. WARRANTY AND APPLICABILITY

- a. Missing materials from the Products at the time of delivery;
- b. Defects in the manufacturing of materials leading to loss of functionality of the Products at the time of delivery;
- c. Failure of the Products to correspond with the description in the applicable contract of sale at the time of delivery; and defects in the functionality of gas lift, armrests functionality, and casters.
- d. During the applicable warranty period, GTCHAIR will repair or replace (at its option and in accordance with applicable law) any product, part, or component covered by this warranty.
- e. GTCHAIR reserves the right to limit warranty coverage to the country in which the purchaser originally made the purchase.

C. GTCHAIR warranty does not cover:

- a. changes and damage caused by use of the product for anything other than its intended purpose. Nor does the warranty cover damage caused through inappropriate treatment, or damage that arises through unusual environmental effects (extreme weather conditions, acid, moisture etc.).
- b. damage caused through maintenance or repair work, or other work undertaken by the customer
- c. itself or by third parties;
- d. damage caused in connection with variations from manufacture at the customer's request, or if materials supplied by the customer are used. Only the statutory warranty shall apply to such products.
- e. damage that occurs during transportation (please refer to our General Terms of Business);

D. The warranty periods shall apply for customary industrial use, namely 8 hours a day for 220 working days. The warranty period shall be reduced accordingly where there is shift operation or 24/7 use.

E. The warranty period shall not start to run again or be reduced if work is undertaken under the warranty.

F. We would urgently request that you provide the following details in the event of claims: description of the damage or defect, model name, model number, order confirmation number, delivery note or invoice if applicable. These details about the chair or table models are indicated on label on the underside of the article. If this information is not provided, Interstuhl may refuse to process the claim. Claims will be processed more quickly and easily if you send us an image and/or a brief video with the above details.

Kindly request all our esteemed distributors to support GTCHAIR to offer best after sales service. Really appreciate for your understand and support.

CHONGQING GAOTIAN INDUSTRIAL AND TRADE CO.,LTD
May 1st, 2023

