

10-YEAR PRODUCT WARRANTY

HAY designs and manufactures furniture under the trademark HAY. HAY is dedicated to design and produce durable furniture which is designed to last. HAY puts great effort into choosing materials of high quality which help to secure the long life span of the products.

HAY provides a 10-year product warranty, which covers materials and workmanship on our furniture frame and upholstery. The warranty covers faults which were present at the time of purchase or which have occurred as a result of defects present at the time of purchase. The warranty period of 10 years is calculated from the date on the original invoice.

The 10-year product warranty does not apply in the following situations (the list is non-exhaustive):

- If the product has been stored, assembled or maintained wrongly
- If the product has been abused, misused or cleaned using wrong cleaning methods
- If the product has been altered or repaired by anyone else than HAY
- If a product deviates from a colour sample, sample of wood or other kind of sample as such samples can only be considered as a guiding example
- Damage due to normal wear and tear, cuts or scratches or damages caused by impact or accidents
- In cases of consequential or incidental damage
- If replacement of gliders is needed and/or in case of damage due to lack of replacement of gliders
- If the product has been placed outdoors or in a humid environment. This exception does not apply to outdoor collections.

The 10-year product warranty does not apply to HAY's accessories, lighting and rugs, Crate and Weekday collections and it does not apply to separately purchased parts or spare parts.

In the case of justified and properly notified complaints, HAY shall only be obligated, at its discretion, to reduce the price, repair the defect, replace the Products or take them back and refund the purchase price. These are the sole remedies available for the Customer.

This 10-year warranty is valid from 1 April 2025.