



# Extended warranty up to 5 years valid for purchases from the 1st of April 2026.

Conform manufactures high-quality armchairs and provides a comprehensive warranty to ensure the best possible seating experience.

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## DETAILED OVERVIEW

### Metal structure

- The warranty covers breakage of the metal structure occurring during normal use for a period of 5 years.

### Moulded foam

- Moulded foam is guaranteed against collapse for a period of 5 years. Reduced foam elasticity should not be confused with the natural compression of the foam or stretching of upholstery during normal use.

### Upholstery

- The upholstery is guaranteed against colour fastness and seam slippage for 2 years. The warranty does not cover natural characteristics of leather, such as healed scars, insect bites, or variations in grain or colour. Marks or stains that occur during normal use such as marks from hands or neck are not covered by the warranty. Typical fabric characteristics such as pilling or the unique characteristics of sheepskin such as variation in colour and texture are not covered by the warranty.

### Mechanical parts

- The warranty covers damage to mechanical parts such as gas spring, tilt-function, wire or other adjustable parts for a period of 5 years. Certain functional sounds may occur during normal use.

### Wooden parts

- The warranty covers breakage of wooden parts for a period of 5 years. Wood /veneers may change when exposed to sunlight/daylight. Natural variations in wood structure or colour are not covered under the warranty.

### Electronics / batteries / motors

- The warranty period for electronics /batteries/ motors is 2 years.

## GENERAL TERMS

### Proof of purchase

- Valid proof of purchase is required to claim warranty or the right of complaint from the 1 st of April 2026.

### Intended use

- The warranty applies only to products used in home environments.

### Care and maintenance

- Damage caused by insufficient or improper care, such as sunlight exposure, temperature variations, or other environmental factors that negatively affect the product, is not covered under the warranty.

### External influence

- Damage caused by external factors such as skin / hair products or medicines are not covered under the warranty.

### Improper use

- The warranty applies only if the product has been used according to Conform's recommendations. Damage caused by unauthorized repairs is not covered under the warranty.

### Normal wear and tear

- Normal wear and tear or natural changes during the product's lifecycle is not covered.

### Right of complaint

- The warranty and right of complaint begins on the delivery date to the store and is governed by consumer protection laws / purchase terms applicable in the country of purchase.

### Repair and replacement

- Repairs or replacements under warranty are carried out according to Conform's assessment.

### Display models

- The 5-year warranty applies from the date of delivery from Conform to the store.