

LIFETIME WARRANTY

Congratulations on your purchase of this quality product!

Movement systems from GRASS are brand products which guarantee functional comfort, technical precision, progressive design, tested quality, absolute reliability and exemplary respect for the environment. Our slide and drawer systems as well as our hinge flap, are all manufactured to the highest industrial standards and reflect the expertise gained in over 60 years of experience as a developer and manufacturer of functional movement systems.

The GRASS Product(s) that you have purchased through Häfele UK are of excellent quality and workmanship, extensively tested and continuously monitored by internationally recognized laboratories and certifying institutions. GRASS Movement Systems LTD has hence set out to provide utmost comfort and function for the lifetime of the furniture containing GRASS Product(s), which can be up to 25 years. Carefully engineered to the highest quality standards and guidelines based on an integrated ISO9001 Management System certified by TÜV Süd we strive to ensure a problem-free use of the supplied components.

If however, you feel that the performance of the GRASS Product(s) is not according to specification and/or there are defects or functional flaws within the product(s), we will replace or repair these GRASS Product(s) free of charge. This is merely a gesture of goodwill and only valid for products purchased within United Kingdom and Republic of Ireland. It will not affect your statutory rights. All other claims are excluded to the fullest extent permitted by governing law especially excluding any cost related to labour for removing the questionable product(s) and/or installation of the replacement part(s). Any repairs or replacement product(s) will be provided within the United Kingdom and Republic of Ireland only. Electrical and Electronic products generally are excluded from this procedure.

In order to be eligible for any claims procedure, original proof of purchase needs to be provided. You must contact grasswarranty@hafele.co.uk, providing your Häfele invoice number as proof of purchase as well as explaining the nature of the possible defect and providing photographic images of the product, within 14 days of discovery. Should it be required, you will be responsible for returning the defective product to Häfele UK Ltd, Brownsower Road, Swift Valley Industrial Estate, Rugby, CV21 1RD to allow inspection and to assess if the defect is covered by this warranty. Following assessment, we may either repair the product(s) or provide replacement GRASS Product(s) (Please note that in the event that a product line is discontinued and the item cannot be repaired, we will endeavour to provide a suitable, equivalent replacement product).

This claim procedure will not apply under any of the following circumstances or combination thereof:

- (1) if you make any further use of the Product(s) after the defect is discovered
- (2) if a repair is attempted by non-GRASS-authorized personnel
- (3) if GRASS Product(s) are fitted with non-original spare parts, extras or accessories
- (4) if the defect is caused by neglecting GRASS' instructions with respect to the storage, installation, commissioning, use or maintenance of the product(s) or (if there are none) neglecting good trade practice
- (5) the defect arises while the product(s) are in transit/during delivery
- (6) if the defect is caused by GRASS following any design, drawing, diagram, specification or any other technical instructions provided by you
- (7) if the defect is caused through willful damage or negligence (except on our part)
- (8) improper use as well as improper operation or excessive loads are also excluded
- (9) in respect of fair wear and tear.

Any claims for products used in furniture for commercial purposes will be handled on a case-by-case basis.

All services are provided without acknowledgement of any legal responsibility, are at any time subject to change without further notice, and are subject to the standard terms and conditions issued by GRASS available at www.grass.eu.

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