

The **NC70 hinges, RiexTrack double wall slides and ND60 double wall slides** (hereinafter “**Products**”) that you purchased from us are intended to serve their intended purpose without any technical issues when using your furniture during its estimated lifetime of up to 20 years. These Products have been tested by their manufacturer and the relevant European certification authorities for long term trouble free use.

Therefore, as the distributor of such Products, we commit ourselves, in addition to the warranty set out in clause 5.1 of our terms and conditions, to replace any defective Products (but no other types of products or goods sold by us to you), by **providing you with any replacement Products free of charge, provided that the requirements of this lifetime warranty are satisfied.**

Any replacement Products shall be provided to the address specified in your purchase order or to such other address as specified in writing by you, provided that such address is within the United Kingdom (hereinafter “**Territory**”).

You are required to comply with the following steps and actions in order to qualify for the lifetime warranty on the Products, and to request any replacement Products.

In order to request any replacement Products in accordance with this lifetime warranty, you must contact us by email at: uk-hranipex@hranipex.com

To obtain any replacement Product, you must provide us with:

- (i) the alleged defective Product, packed in suitable packaging;
- (ii) a short description of the problem/ fault with the alleged defective Product; and
- (iii) a copy of the proof of purchase, of the alleged defective Product,

within 30 days of the problem/ fault occurring.

You must remove the defective Product (or have it professionally removed) from the furniture or item to which it is affixed, and send it directly to us, at your cost, together with the purchase invoice and a brief description of the problem/ fault.

Within 30 days of us accepting your claim, a replacement Product will be sent by us to the address specified by you within the Territory at our expense. Please be aware that the subsequent assembly of the Product into your furniture must be arranged by you at your cost.

If the exact Products, as originally purchased by you, are not available to us at the time you make your request, an alternative Product with the same intended use or functionality and within an equivalent price range category shall be supplied.

You agree that, to the fullest extent permitted by law, and subject always to any liability which cannot legally be limited or excluded, this lifetime warranty is limited to the supply of a replacement Product only. In particular, we shall not be responsible for any costs related to the removal of the defective Product or the installation of the replacement Product or for any increased costs or damages, including loss of profit, resulting from or in connection with the defective Product, including damages to the property of any person, after expiry of the warranty period set out in clause 5 of our terms and conditions.

In addition, we shall not be responsible for any damaged or excessively abused Products if this is due to improper assembly or operation, excessive loads, use for any purpose other than the normal and intended purpose of the Products, improperly designed use of the Products, alterations or repairs carried out without our prior written consent, willful damage, negligence, misuse, abnormal storage or working conditions, damage caused by an event of force majeure (fire, flooding, road accident during transport etc.) and/or any damage to electrical and electronic components.

We reserve the right to change the terms and conditions of this lifetime warranty (including its cancellation for specific Products) from time to time. Any such change or cancellation shall only apply to Products purchased after the date on which the updated lifetime warranty terms are published. Information relating to any such change will also be available at our webpage (<https://www.hranipex.co.uk/en/>). We strongly recommend that you carefully check this webpage before applying for this lifetime warranty.