

10-YEAR WARRANTY

As “the specialists for workplace ergonomics” we have been committed to providing customers with optimum products for the workplace since 1980. Our custom-tailored products offer contemporary solutions for more comfortable sitting and standing, thereby making a significant contribution to health and productivity.

We put special emphasis on quality products that are reliable and durable. The modular design of our products offers users maximum flexibility and investment security along with a spare part replacement guarantee for all of our components. This is what we stand for as a sound Franconian family business.

**Take advantage of the WERKSITZ
LONG-TERM WARRANTY now.**



GUARANTEE CONDITIONS

WERKSITZ guarantees its products in accordance with the following conditions:

1. These guarantee conditions apply for Germany and Europe.
2. **WERKSITZ** grants a long-term guarantee of 10 years on the CLASSIC and KLIMASTAR chair ranges developed in-house, the first 60 months of which are a full guarantee – from the shipping date (see type plate on the chair seat support).
For the ECONOLINE range, a full guarantee of 36 months applies (no long-term guarantee).
In the period of the full guarantee, all spare parts are supplied free of charge. Repair is performed in the plant or on site with no charge.
3. After expiry of the full guarantee, **WERKSITZ** supplies all spare parts free of charge under the long-term guarantee (6 – 10 years). This does not apply for the ECONOLINE range.
A charge is made for the following repair work on the premises of the dealer, on the premises of the end customer, or in the plant: cost for travel time (€ 0.70/km) and labour (€ 55.50/hour). The following parts are excluded from the long-term guarantee: wearing parts such as cover materials, foam parts (integral foam), upholstery, castors, sliders, surfaces of frames/bases.
4. The **WERKSITZ** guarantee does not include the following points:
 - a) Changes and damage caused by use that does not correspond to the purpose for which the product is intended. Furthermore, damage due to improper handling and likewise damage that occurs due to exceptional environmental influences (extreme climatic conditions, acid, wet etc.) is not included in the guarantee.
 - b) Damage that has been caused by maintenance or repair work or other interventions by customers themselves or third parties.
 - c) Damage caused in connection with deviation from series production as desired by the customer or if materials provided by the customer have been used. Only the statutory guarantee liability applies for these products.
 - d) Damage that occurs in transit.
5. The guarantee periods apply for ordinary commercial use (8 hours/day at 220 working days p.a.). The guarantee period is reduced accordingly by half of the guarantee period in the case of multi-shift operation or by two thirds of the guarantee period in the case of year-round use 24 hours/day.
6. The guarantee period is extended by a further 24 months in the case of maintenance by our in-house technicians, identified with an additional inspection tag.
7. The following details are required in the case of a complaint: Damage or defect description, model name, model number, AB number, and possibly delivery note / invoice document. All details about the chair model are identifiable on each product from a type plate on the underside of the seat support. If these data are not specified, then **WERKSITZ** may refuse to process the complaint. Before repairing/returning the chair about which the complaint is made, a conclusive image of the chair / damage location must be sent to the manufacturer by e-mail in advance with all the other aforementioned details for quicker clarification of the facts.
8. We are committed to the highest quality standard and to environmental awareness. Our products are therefore produced in accordance with the **DIN EN ISO 9001:2008** quality management system. Moreover, our products have the GS mark and they comply with **workplace ordinance § 25 of the workplace regulations** as well as **work chair standard DIN 68877**. We are a member and participant of the **Bavarian Environmental Pact** and we are committed to complying with all European environmental directives. We use no AZO dyes or chlorofluorocarbons (CFCs), we work only with silicone-free materials, and we comply with the PAH directives and REACH regulation.