

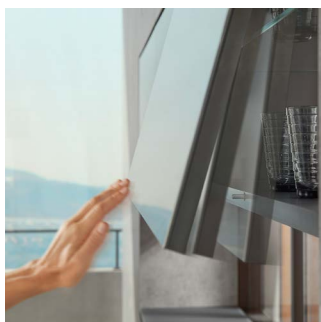


Blum Warranty



All Blum fittings have been manufactured and tested to highest standards in our factories in Austria by using the strictest internal guidelines that are the basis for our ISO 9001 quality management system. We also use our own testing laboratory in conjunction with other international testing organisations to monitor the quality of our products on a regular basis and observe how they are used in daily activities.

We warrant our products to be free from defects in material and workmanship, therefore, we offer a limited Life-time warranty on all mechanical hardware and a five-year warranty on electrical hardware. You will receive replacement part(s) in respect of the defective component(s).



Life-time warranty for Blum mechanical hardware

We warrant the function of mechanisms in TANDEMBOX, LEGRABOX, TANDEM and MOVENTO runner and AVENTOS, that has been used only in domestic circumstances, for life-time.



Five-year warranty for Blum electrical hardware

We warrant the function of electrical components in SERVO-DRIVE, that has been used only in domestic circumstances, for a period of 5 years from the date of despatch by Blum.



Blum Warranty

Frequently Asked Questions

1. How long do we warrant the function of Blum fittings?

- All Blum-supplied mechanical hardware is warranted for a limited life-time and electrical hardware is warranted for a period of 60 months, provided that the components are applied for the intended use.
- The warranty period starts on the date of despatch by Blum to the original purchaser.
- The replacement of SERVO-DRIVE electrical component(s) does not extend the warranty time period originally granted.

2. When do you qualify for the warranty?

- You are the original purchaser of the Blum hardware from Blum.
- The assembly, installation and set-up was carried out by specialists trained by Blum.
- All parts claimed to be defective must be unmodified original parts and be installed exclusively in combination with Blum fitting systems.
- To qualify for a claim under Blum warranty, you must provide Blum with a short video for verification and the details of the seller against whom the buyer of the furniture (end user) made the claim.
- For replacement of SERVO-DRIVE electrical component(s), you must also provide Blum with the batch number of the defective part(s).

3. What does the warranty provide?

- The warranty, upon verification, will provide replacement of the defective part(s), free of charge to the original purchaser on a one-to-one exchange basis.
- To the fullest extent permitted by law, all other claims are excluded, including any related labour costs regarding removal of the defective product and/or installation of the replacement part.

4. What does the warranty not cover?

- External causes, e.g. damage caused due to transportation, in-course of processing/assembly, storage, atmospheric conditions and/or other natural events.
- Improper assembly or installation, e.g. non-compliance with valid national standards and regulations or Blum installation instructions.
- Improper operation or used with excessive loads, e.g. in setting for industrial/commercial use.
- Modified components, unsuitable operating conditions and improper upkeep/maintenance.
- Removal or modification of the serial tags and/or part batch numbers; repairs to or interference with components.

5. What else do you need to keep in mind?

- All services are provided without acknowledgement of any legal responsibility and are at any time subject to change without further notice.
- In the case of a warranty claim, Blum has the right to request for the return of all replaced parts for the purposes of product monitoring and error analysis.



ISO 9001
Certified Quality
System



ISO 14001
Certified Environmental
System



ISO 50001
Certified Energy
System