

GUARANTEES

Our priority is to keep our customers satisfied!

To achieve this, we do our utmost to create products of the highest possible quality. We commit ourselves to send our customers 100% perfect products. *We preassemble* EVERY product to ensure that what goes into the box reaches our partners and customers in perfect beauty and quality.

We take responsibility for any product failure that occurs under normal use and will repair or have repaired in the shortest possible time with our international cooperating partners at our own expense.

We cannot be held responsible for failures that have occurred through irresponsible or improper use. Without limiting the foregoing, we cannot guarantee or be responsible for the quality of our products in the following cases:

- our mattresses have become sunken as a result of use for purposes other than sitting or lying down (e.g. jumping on the mattress, walking on it),
- damage to the fabric, for example by contact with a sharp object, or by contact with cigarettes or other objects at extreme temperatures,
- damage to the fabric due to exposure to corrosive liquids or other harmful substances (e.g. red wine),
- scratching of metal surfaces,
- violent impact on metal surfaces with a heavy and/or metal object,
- scratching of wooden surfaces,
- spilling corrosive or other harmful liquids on wooden surfaces,
- the breaking or damaging of any part by human intervention.

GUARANTEE IN FIGURES

- We guarantee our fabrics against UV radiation for **5 years**.
- We offer a **5-year** guarantee on the finish of powder-coated parts.
- We give a **5-year** guarantee on the metal structure of our beds.
- We offer a **3-year** guarantee on our solid wood structures.
- **1+2-year** guarantee on the surface treatment of the wood, provided that the periodic maintenance required has been carried out by our company and *documented by* the owner of the furniture. We consider it important to note that all solid wood structures need treatment and renovation from time to time, but proper periodic care/treatment

can ensure almost 100% of the original beauty of the wooden parts of the furniture in the long term.

The +2-year guarantee is valid if the customer has used our care/preservation service. The customer can choose to carry out the care/preservation work himself, following our instructions, without any special expertise, but in this case the guarantee will be not extended.

- We guarantee our mattresses **for 2-years**, according to the specifications of the mattress manufacturers, under normal use.

Condition for all the above-mentioned guarantees: the periodic maintenance required has been carried out and documented by the furniture owner. The records must contain the following information: name and signature of the person performing the cleaning (or maintenance), date, name and quantity of materials used, and a brief description of the cleaning (maintenance) method.

Place and date: 01/01/2025, Budapest, HUNGARY (EU)

WOWWOOD LTD.



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Gyorgy MESZAROS - CEO