



Product warranty

Balliu Export S.A.

Specifications

Balliu Export S.A., with headquarters in Ctra. C-35, Km. 93.5, 17455 - Caldes de Malavella, warrants its products as follows:

- Chassis and structure warranty of its products: **3 years** from the date of the invoice.
- Exclusive warranty on the chassis and structure of the **Eva Pro** and **Eva Pro T** sunlounger models: **5 years** from the date of invoice.

The guarantee is extended to all countries in which the products are supplied by authorized distributors of **Balliu Export S.A.**

This warranty will not cover defects caused by the passage of time or use (for example, discolorations or paint chips, scratches, cracks, etc.). Nor will the guarantee be valid in cases of misuse, improper use of the product, improper handling of the same, deterioration of the product due to external obstructive or corrosive agents, or due to inadequate maintenance, lack of cleaning or the use of non-original spare parts of the brand, etc.

This guarantee will not cover defects as a result of inclement weather or catastrophes or wars, nor any other case with similar characteristics.

Labor costs from mounting the broken or damaged parts will not be included. The guarantee of **Balliu Export S.A.** will be limited to the supply of parts that it considers and accepts have a manufacturing defect or that break when used in the terms described above, without transportation charge for the customer.

Additionally, **Balliu Export S.A.** guarantees all the fabrics of its products against breakage, color changes or discoloration due to ultraviolet rays, provided that the use and maintenance recommended by **Balliu Export S.A.** has been carried out, for a period of **three** years. During this period, in the unlikely event that the fabric breaks, changes color or becomes discolored under its recommended use, **Balliu Export S.A.** will supply the fabric without transportation charge to the customer. The labor for assembling the fabric will not be included.

This additional guarantee of the fabric will not be valid in cases of misuse, improper use of the product, improper handling of the same, deterioration of the product due to external obstructive or corrosive agents, or due to inadequate maintenance, lack of cleaning, or the use of non-original spare parts of the brand, etc. Nor will this guarantee cover defects as a result of inclement weather or catastrophes or wars, or any other case with similar characteristics.

In case of need to change the fabric of the furniture, **Balliu Export S.A.** is not responsible for small differences in the color of the fabric. In the event that the exact model of the product is not available because it is discontinued, **Balliu Export S.A.** will replace it with a similar product.





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Provisions common to both guarantees: These guarantees will not include products that break due to negligence or that, once they have left the facilities of **Balliu Export S.A.** are damaged, altered, mistreated, misused or stored improperly.

Once the parts and/or fabric are supplied, the warranty will not be extended, and the guaranteed product will continue during the period of validity of the warranty originally granted.

The label, where the manufacturing batch appears, must be kept attached to the furniture and/or fabric for the warranty to be valid.

The client will notify **Balliu Export S.A.** all warranty claims within a period of two weeks from the moment they occur, also providing the documents detailed below:

- Copy of the original invoice.
- Photographs in which the defects are clearly displayed.
- Units of product claimed.
- Manufacturing date (tags, clock, etc.).
- Label attached to the furniture and/or fabric.
- Defective part or parts.

Once this documentation is received, **Balliu Export S.A.**, if it accepts it as valid, will immediately send any spare parts required to resolve said claim.

Spare parts or products that come from requests for repair services not subject to warranty will be invoiced by **Balliu Export S.A.** to the client.

Breakdowns or malfunction produced as a direct or indirect consequence of the addition of parts or elements foreign to the manufactured product, replacement of parts originating from **Balliu Export S.A.** are expressly excluded from the guarantee. for others not coming from **Balliu Export S.A.** The manufacturer declines all responsibility for direct or indirect losses, costs or damages of any nature resulting from defects in the products. This guarantee does not affect the rights available to the owner in accordance with the provisions of Royal Legislative Decree 1/2007, of November 16, which approves the consolidated text of the General Law for the Defense of Consumers and Users.

