

ROUILLARD

WARRANTY



Rouillard warrants all products for 10 years with the following exceptions:

- 5 years for gas cylinders, plastic components, table tops, armrests and 24h and plus chairs
- 1 year for all fabric, leather and also casters and glides.

Rouillard will repair any defect which occurred in production; replace any faulty parts or components with comparable products and correct any flaw resulting from normal use of the product.

This warranty does not apply to damage made in shipment or storage or resulting from accident, misuse, alteration, tampering, negligence, abuse or use in severe weather conditions. The modification, alteration or substitution of components, assemblies or any product other than those supplied by Rouillard, without prior written authorization from Rouillard, shall void this warranty. If the defect doesn't affect the functions of the product, the warranty will not cover the cost of maintenance or part replacement.

This warranty is the customer's sole remedy for product defect and Rouillard will not consider any other agreement that could be used as a warranty or as an interpretation of Rouillard's warranty. This warranty does not apply to incidental, economic or exemplary damage arising from any product defect.

A written claim must be submitted to Rouillard. The following information must be included: complete product code, description of the problem & the acknowledgment number. All the information required, can be found on the Rouillard sticker, located under the seat or table.