

Consumer warranty

EXTREMIS NV, a company under Belgian law, whose registered office is at Couthoflaan 20B, 8972 Poperinge (hereinafter referred to as “EXTREMIS”), offers and manufactures innovative, ecological furniture, preferably in accordance with sustainable development methods.

It specialises in the design of outdoor furniture and offers its products via a sole distributor.

The company has been awarded a number of international prizes for its products, including

- Independent Entrepreneur of the Year, Belgium 2001
- Hermes Award, Belgium 2002
- Leeuw van de Export Award, Belgium 2002
- West @ Work, Belgium 2006
- Design Management Award (small companies category), Essen, Germany 2007
- Design Management Award (sustainability category), Cardiff, Wales 2008
- KMO laureaat, management award, Belgium, 2008

The products and collections may be viewed on <https://www.extremis.com>.

All the products are delivered with proper instructions, product warnings, and a consumer warranty based on the following terms.

1. Warranty Period

Warranty is limited to two year from the date on which the product was delivered to the consumer, unless stated to the contrary in local provisions.

2. Product compliance

EXTREMIS guarantees that its products will be supplied in accordance with the customer’s expectations and the technical specifications and will be free of defects.

The product is considered to be compliant if it matches the description provided by the vendor and is suitable for the purposes for which the consumer has bought it, and in particular for the purposes for which this type of furniture is generally used.

Product non-compliance must be recognized upon the customer’s receipt of goods. If the non-compliance was caused by the customer’s inappropriate use of the product, or by an incorrect installation that went against EXTREMIS’ recommendations as set out in the instructions and product warnings accompanying the product, a non-compliance may not be recognized.

EXTREMIS wishes to point out that all products forming or containing hardwood plywood, particle board, medium-density fibreboard or thin medium-density fibreboard comply with the requirements of title 17, section 93120.2, of the State of California Administrative Regulations and Title VI, the Formaldehyde Rule, of the United States Toxic Substances Control Act.



The warranty is only valid for consumers who have bought a new product from the sole distributor or from a retailer approved by the distributor.

It only comes into play if the consumer produces indisputable proof of purchase, such as a till receipt, which acts as a warranty, or an invoice.

This warranty is personal and may not be sold or transferred to a new consumer.

The warranty is only valid if the consumer has informed the vendor or EXTREMIS of the defect in the product within a month of the occurrence of the defect and with a maximum of two years after the date of the delivery.

2. Warranty exclusions

The warranty does not cover products bought second-hand, including on websites selling second-hand products or at auctions.

The warranty does not apply to products that have been incorrectly stored or cleaned with unrecommended products.

The warranty does not cover normal wear and tear, cuts, scratches or damage caused by impacts or accidents.

3. Contact details

The products are made by

EXTREMIS NV, Couthoflaan 20B, 8972 Poperinge, Belgium

And distributed exclusively on the territory of the United States of America, Canada and Mexico by

STEELCASE INC., a Michigan corporation, 901 44th Street SE, Grand Rapids, MI 49508, USA.

For all returns, questions or requests relating to the warranty, please contact use the following email address: <https://laser.steelcase.com/>