

# Warranty policy

Carl Hansen & Søn Møbelfabrik A/S, Hylkedamvej 77, 5591 Gelsted, Denmark guarantees that purchased products are free from defects in workmanship, construction, and materials to the following extent:

When purchasing garden furniture (regardless of whether it is specifically used for indoors or outdoors), a 2-year warranty is provided from the date of delivery.

When purchasing the PK1 Chair, a 2-year warranty is provided from the date of delivery.

When purchasing indoor furniture, a 5-year warranty is provided from the date of delivery, provided that the furniture is only used indoors. If used for other purposes, the warranty is void.

When purchasing accessories and other home items, a 2-year guarantee is provided from the date of delivery.

If the customer encounters defects in a purchased product during the above warranty period, the customer must complain as soon as possible and within a reasonable time. If the complaint is justified, Carl Hansen & Søn is obligated, at its own discretion and expense, to redeliver, repair or replace the product or relevant affected parts. If Carl Hansen & Søn can resolve the defect within a reasonable time by repair or replacement, then this constitutes a complete fulfillment of Carl Hansen & Søn's obligations under this warranty. The customer, in that case, would not be entitled to further reimbursement or compensation.

**This warranty does not cover damage or defects caused by:**

- Wear and tear
- Exterior damage and actions for which Carl Hansen & Søn is not responsible including misuse of the product, inadequate or incorrect maintenance, or improper storage contrary to Carl Hansen & Søn's recommendations.
- Third-party materials used on the product or changes to the product without prior consent from

Carl Hansen & Søn.



- More intensive or abnormal use of the product than what can be reasonably expected for normal private use.
- Dramatic temperature variations or exposure to exceptional circumstances or conditions contrary to Carl Hansen & Søn's recommendations.

Natural variations occurring in wood and leather cannot be considered faults or defects and Carl Hansen and Søn does not guarantee color resistance or matching of colors, seams, textures, or the surface hardness of such materials.

Complaints in accordance with the warranty described above must be made as soon as possible and within 30 days after the fault/defect is discovered. Complaints must be made in writing to Carl Hansen & Søn's Customer Service Department at [webshop@carlhansen.dk](mailto:webshop@carlhansen.dk). Please include "Complaint" and Order Number in the subject.

The above warranty is without prejudice to the inalienable rights of consumers under the law.

Danish design

Authentic experience

Up to five-year warranty\*

When you choose a product from Carl Hansen & Søn, you get more than just a piece of furniture. You will become part of a long and proud tradition of beautiful and distinctive craftsmanship where nothing is left to chance. We are the world's largest manufacturer of furniture designed by Hans J. Wegner, and we also produce furniture created by renowned furniture designers such as Arne Jacobsen, Børge Mogensen, Ole Wanscher, Kaare Klint, Poul Kjærholm, Bodil Kjær and Tadao Ando. Carl Hansen & Søn represents more than 100 years of Danish design history, and our furniture is sold worldwide.

\* Five-year warranty on indoor furniture. Two-year warranty on outdoor furniture

Do you need help?

Tel.: +45 66 12 14 04    Email: [info@carlhansen.dk](mailto:info@carlhansen.dk)



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Catalogue

Newsletter

Cases

## Information

Maintenance & care

Materials

Competitions

Configurator

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Contact us

Delivery

Returns

Terms & conditions

Warranty

Privacy policy

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