

# Terms & policies

## Variations

Manutti bv cannot be held responsible for variations in colour, weight or dimensions, since such variations are typical to handmade furniture.

Some of the fabrics or materials shown in pictures of our furniture may be discontinued.

## Sales conditions

The general sales conditions are always applicable. These can be found on our website:  
[www.manutti.com/terms\\_of\\_sale](http://www.manutti.com/terms_of_sale)

## Warranty

Manutti bv applies a 2 year warranty period to its branded products, with exception of cushions, protective covers and textiles, against manufacturing and material errors that would affect their use, and this under normal residential use and conditions. Discolouration, fading colours, changes in wood structure, cracks or scratches occurring (in varnish) during use, damage resulting from defective maintenance or inappropriate use, mishandling, ... are not covered by this warranty.

The day the product was bought by the official dealer/partner of Manutti is the day the warranty starts (date on final invoice).

In the event of a (warranty) claim, Manutti bv requires the following information to be able to handle the claim with the best care: brief description, pictures (from far and near), QC codes (product code of affected item), reference of invoice number with date, location of furniture,....

## Return policy

Written authorisation must be obtained by Manutti bv prior to returning any product. Products returned without any

prior written authorisation will be refused.

Returned goods will only be accepted if returned in their original packaging.

## Guidelines for receiving goods

1. Check the number of boxes  
If boxes are missing, make a note on the CMR (delivery note).
2. Check the goods for visible damage  
Check for damaged packaging : dents, rips,...  
If boxes are damaged, make a note on the CMR (delivery note) with a clear description of the damage.
3. For deliveries with stones or ceramics : open the packaging and check the tops  
If items are damaged, make a note on the CMR (delivery note) with a clear description of the damage.
4. If all items are delivered and there is no damage, sign the delivery note in a correct way
5. If items are missing or damaged, fill out and sign the delivery note in a correct way and pass on all necessary information to Manutti bv within 2 business days.  
Complete description of the damage suffered  
Pictures of the packaging and delivered goods  
Copy of the signed CMR (delivery note)

Manutti cannot be held responsible for any damage suffered, if the guidelines above have not been followed.