



Limited Warranty Information

EEAA Oy warrants each new Eero Aarnio Originals product to be free from defects in workmanship and materials when used under normal conditions and maintained properly. This warranty applies for domestic use only. This warranty applies to any Eero Aarnio Originals product but does not apply to damages caused by the following:

1. Accidents, physical abuse or misuse
2. Damage from heat
3. Breakage not due to a defect in the manufacture of the material
4. Improper care and maintenance
5. The alteration or repair of any Eero Aarnio Originals product by anyone who is not authorized by the company in writing.

Under no circumstances will EEAA Oy be responsible for any expense in connection with any repairs made by anyone other than an authorized representative of EEAA Oy. All claims and returns made under these Limited Warranties must be made in accordance with the EEAA Oy claim procedure.

CLAIMS

It is important to check the order immediately upon receipt. In case of a wrong order or damaged goods, the complaint department at EEAA Oy should be contacted at hello@aarniooriginals.com within 7 days. To ensure we solve your case as best as possible, our complaints department requires photographs as documentation for your claim. Natural materials, such as timber, may contain variations in grain, colour and texture. These slight discrepancies will not be considered a fault, and as such will not be treated as a claim.

Glass fiber

The warranty for glass fiber shall be in effect for a period of two years from the date of purchase. EEAA Oy will examine the product and decide, at its sole discretion if the product is covered under this limited warranty. In such cases EEAA Oy will pay, within two years from the date of purchase, reasonable and customary labor rates to repair or replace the defective glass fiber parts and shipping costs from the buyer to and from EEAA Oy. Replaced defective products or parts will not be returned and will become the property of EEAA Oy.

Cushion cores

All seat cushion cores will soften with normal use and will conform to the shape of the user. This shall be considered normal wear, and shall not be considered a loss of resiliency or a material manufacturing defect. Within two years from the date of purchase, EEAA Oy will replace, for the original retail purchaser only, a cushion core in an unattached (loose) seat cushion (an "Unattached Cushion") that has material manufacturing defects. Replaced parts or products will not be returned and will become the property of EEAA Oy.

With respect to a cushion core in a seat cushion which is attached to the product (an "Attached Cushion"), EEAA Oy will, within two years from the date of purchase repair or replace, at its sole discretion, for the original retail purchaser only, a cushion core, in an Attached Cushion, which has material manufacturing defects. With respect to an Attached Cushion, EEAA Oy will pay, within two years from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts and shipping costs from the buyer to and from EEAA Oy. Replaced defective products or parts will not be returned and will become the property of EEAA Oy.

Upholstered Fabric & Leather

EEAA Oy warrants for a period of two years from the date of purchase, all upholstered fabrics and leather against seam slippage, fraying, and dye transfers. This warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident. Leather is a natural product, and, as such, each hide will reflect its own individuality. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles that only occur in genuine leather; these characteristics are in no way to be considered a defect. EEAA Oy will pay, within two years from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts and shipping costs from the buyer to and EEAA Oy. Replaced defective products or parts will not be returned and will become the property of EEAA Oy.

Aluminium leg and its components

The warranty for aluminium leg and its components shall be in effect for a period of two years from the date of purchase. EEAA Oy will examine the product and decide, at its sole discretion if the product is covered under this limited warranty. In such cases EEAA Oy will pay, within two years from the date of purchase, reasonable and customary labor rates to repair or replace the aluminium leg and its components and shipping costs from the buyer to and EEAA Oy. Replaced defective products or parts will not be returned and will become the property of EEAA Oy.

Acrylic and polyethylene

The warranty for the acrylic and polyethylene parts shall be in effect for a period of two years from the date of purchase. EEAA Oy will examine the product and decide, at its sole discretion if the product is covered under this limited warranty. In such cases EEAA Oy will pay, within two years from the date of purchase, reasonable and customary labor rates to repair or replace the defective acrylic parts and shipping costs from the buyer to and EEAA Oy. Replaced defective products or parts will not be returned and will become the property of EEAA Oy.

Stainless steel parts: chain, ring, clasps

This warranty applies to the stainless steel chain and clasps if they have been installed with appropriate hardware using adequate reinforcement and established building practices (the hook in the ceiling) and have been subjected only to normal use with weight load no more than 170kg. Scratches and other issues caused by normal use that cannot be controlled by the manufacturer are not covered as warranted defects. Warranty does not apply to any damage or failure as a result of a catastrophic event or if it has been installed in areas with high salt air content, corrosive chemicals or other conditions not suitable for a stainless steel chain. If EEAA Oy decides that the product is covered under this limited warranty EEAA Oy will pay, within two years from the date of purchase, reasonable and customary labor rates to repair or replace the defective steel parts parts and shipping costs from the buyer to and EEAA Oy. Replaced defective products or parts will not be returned and will become the property of EEAA Oy.

Ceramics

The warranty for the ceramic products shall be in effect for a period of two years from the date of purchase. EEAA Oy will examine the product and decide, at its sole discretion if the product is covered under this limited warranty. In such cases EEAA Oy will pay, within two years from the date of purchase, reasonable and customary labor rates to repair or replace the defective ceramic parts and shipping costs from the buyer to and EEAA Oy. Replaced defective products or parts will not be returned and will become the property of EEAA Oy.

LIMITATIONS AND EXCEPTIONS

Remedy

Under these Limited Warranties, the sole liability of EEAA Oy is limited to repair, or at its sole discretion, replacement of the defective product. EEAA Oy will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts and shipping costs from the buyer to and from EEAA OY at no charge to the original retail purchaser. After one year from the date of purchase, the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

Chemical Treatments

These Limited Warranties do not cover damages or defects caused by use of chemical treatments or protective coatings on the finish, leather, or upholstered fabric by the buyer or the original retail purchaser, and any such chemical treatments or protective coatings voids all warranties of EEAA Oy.

Upholstered Fabric and Finishes

The Limited Warranties on “Upholstered Fabric” do not cover damages resulting from excessive soiling, improper or unapproved cleaning methods, fading or other damages resulting from exposure to sunlight, damages resulting from household humidity, or damages resulting from any liquid, including but not limited to alcohol and water. CAUTION: Any use of improper or unapproved cleaning methods voids all warranties of EEAA Oy.

Modifications to Products

These Limited Warranties do not apply to any products that have been altered by any person, dealer, or company.

DISCLAIMER

If within the warranty period, identical materials are unavailable at the time of repair or replacement, EEAA Oy reserves the right to substitute materials of equal or better quality. Replacement fabrics may vary in color from the original due to dye lot differences.

Any item repaired or replaced under these Limited Warranties will be covered by the Limited Warranties for the remainder of the original warranty period only.

CAUTION

Eero Aarnio Originals chairs are moving furniture. Caution must be used in operation (getting in and out of the chairs). Children should not be allowed to play on or operate motion furniture. Only the occupant should operate it.

EEAA Oy
Eero Aarnio Originals
Itälahdenkatu 22B
00210 Helsinki, Finland

Org. no. 2764933-6
hello@aarniooriginals.com
www.aarniooriginals.com