

10-Year Service Warranty for business clients (B2B)

Upholstery textiles

Kvadrat textiles are produced to professional standards and in consideration of the products and the environment. Our proven and reliable manufacturing techniques ensure that we provide our clients with high quality textiles that have excellent properties.

All Kvadrat textiles are tested by independent bodies to ensure the textiles will meet the specific requirements for contract textiles, such as abrasion resistance, light fastness and low flammability.

For business clients, all Kvadrat upholstery textiles come with a 10-year service warranty. Under this warranty, Kvadrat will replace those textiles that Kvadrat has accepted as being faulty in accordance with the terms and conditions set out herein.

If Kvadrat has accepted claims in accordance with the terms and conditions of this warranty, and if such claims are made within two years from the date of the invoice, Kvadrat will replace the relevant textile without charging any cost to the customer. If claims are filed later than two years from the date of the invoice, Kvadrat reserves the right to charge 10% of the invoiced value for each year of use, meaning that Kvadrat will charge 30% of the original value of the goods for claims filed in the third year from the date of the invoice. After that, this charge will increase by 10% per year (e.g. 40% of the invoiced value in the fourth years of use; 50% of the invoiced value in the fifth years of use etc.). Statutory warranties and/or claims shall remain unaffected.

Requirements for acceptance of claims under this warranty

- The upholstery textile was used under normal conditions at the workplace or in private areas, i.e. as a rule for a maximum of 9 hours daily;
- the upholstery textile was used in accordance with its properties, i.e. in accordance with its Martindale Standard classification;
- the upholstery textile was regularly and carefully cleaned in accordance with the Kvadrat instructions for care*;
- the upholstery textile was used for padding that does not have any sharp edges; and
- the foam used for padding will retain its shape for a minimum duration of 10 years.

Explicitly excluded from this warranty are (non-exhaustive)

- Wear and tear in limited areas of the upholstery textile caused, for example, by sharp objects such as car keys or caused by staining,
- any furniture padding with sharp edges,
- any other improper handling of the upholstery textile,
- any other consequential cost or loss incurred directly or indirectly with the claims made, for example cost for upholstering.

Our experts are here to assist you

If you have an issue with any of our textiles, please contact our sales department. We will be happy to help you.

This warranty is governed by Danish law, disregarding the Danish choice of law rules and excluding the UN Convention on Contracts for the International Sale of Goods (CISG).

Any dispute arising in connection with this warranty shall be settled by arbitration arranged by the Danish Institute of Arbitration in accordance with the rules of arbitration procedure adopted by the Danish Institute of Arbitration and in force at the time when such proceedings are commenced. The arbitration tribunal shall consist of three arbitrators. The place of arbitration shall be Copenhagen, Denmark.

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*Kvadrat reserves the right to commission an independent body to assess whether such cleaning was carried out according to the Kvadrat instructions for care. The Kvadrat instructions for care are available at: kvadrat.dk