

WARRANTY TERMS AND CONDITIONS

12-year warranty on all Designs from BOLIA

At BOLIA, our most important task is to develop beautiful designs made from natural materials and handmade by professionals in a quality that lasts a long time. That's why we offer a 12-year warranty on all our designs – but of course we expect them to last even longer.
Our warranty applies in accordance with the terms and conditions set out in these warranty terms and conditions and is a special extra service we offer in addition to the statutory warranty, cf. the Danish Sale of Goods Act.

What is covered by the warranty?

The warranty covers material and workmanship defects on all designs from our entire collection and ensures that any damage is repaired, or the product is replaced within the warranty period.

How long does the warranty last?

The warranty is valid for 12 years from the date you receive your design. The warranty can be claimed at the place of your original purchase. To claim the warranty, you must be able to document where and when the product was purchased or delivered – by presenting a receipt with appurtenant warranty conditions. In order to be covered by the warranty, enquiries regarding product defects and deficiencies must be reported to BOLIA within a reasonable time after the defect has first been discovered.

What is not covered by the warranty?

— General wear and tear, cut marks, scratches or other damage caused by improper use, accidents, knocks or external damage and discolouration caused by improper use or handling.

— Damage and discolouration caused by lack of or incorrect care/maintenance in accordance with BOLIA's care instructions.

— Products that have been stored, mounted or used improperly, misused or altered, as well as products that have been exposed to high temperature fluctuations, placed in direct sunlight, or in an environment for which the product is not suitable, e.g. outdoors or in a bathroom.

— A warranty is not offered on a replacement product, where the warranty has already been used. I.e. the replacement of an item will void the warranty and no 12-year warranty will be given on the new item. Instead, this will be covered by the general right of complaint, cf. the Danish Sale of Goods Act.

What do we do to remedy the defect?

When you report a defect, BOLIA will investigate it and assess whether it is covered by the warranty. BOLIA will then decide whether the damage can be repaired or the product needs to be replaced. BOLIA will cover the costs for replacement or repair of the affected part or parts. If the product has been discontinued from the range, BOLIA will assess and decide what a suitable replacement product could be.
If the defect can be remedied, it will be carried out by BOLIA or by a BOLIA-selected partner and using the necessary means.
This will remedy the defect without further possibility of price reduction or other compensation.