
WARRANTY TERMS

HAIRDRESSER'S FURNITURE

1. AYALA S.A. Warrants its products for:
 - a) 12 months – hairdresser's furniture for professional use and its subassemblies: accessories, legs, bases, drawer system, illumination systems (except for the light sources), massage systems, etc.
 - b) 12 months – for products of Italian manufacturers: Gamma & Bross., Ceriotti and electrical appliances and their subassemblies.
 - c) 3 months – for products sold at outlets.

2. The warranty referred to in item 1 sections a and b covers technological defects identified during the use and in particular:
 - Flaking of chromed surfaces, cracking of metal elements, which are not due to user's fault;
 - Fracture, distortion or deformations of furniture boards which are not a result of spillage or excessive dampness;
 - Defective operation of hinges, guides, etc. which are not a result of excessive force or overload;
 - Defective operation of massage systems, which are not a result of flooding of the system elements;
 - Tear or crack of upholstery due to tension or other defects which are not a result of mechanical damage.

3. Defects which are a result of inadequate use of the furniture or deriving from negative external factors shall not be covered by the warranty, i.e.:
 - mechanical damage (impact, scratches, etc.);
 - long-term exposure to water/flooding;
 - inadequate maintenance (e.g. use of strong chemicals or cleaning agents in breach of their intended use);
 - lack of maintenance (permanent stains);
 - discolouration on light-coloured fabric due to the use of hair dyes, jeans staining, etc.;
 - discolouration of of a long-term operation of sub, smoke, etc.;
 - bezpośrednie zetknięcie z ogniem lub kontakt z silnie rozgrzanym przedmiotem,
 - direct contact with fire or contact with very hot objects, overload (standing/sitting on armrests, shelves, worktops, footrest, etc.);
 - inadequate room temperature (below +15°C, above +30°C);

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- long-term contact with aggressive hairdresser's chemistry (permanent staining);
 - other uses of furniture in breach of its intended use;
 - damage and defects occurring due to inadequate storage of furniture;
 - damages caused as a result of improper carriage, moving furniture by the Buyer;
 - damage due to accidents and circumstances beyond manufacturer's control;
 - damage due to Buyer's furniture assembly/installation in breach of the instruction attached to the purchased manual;
 - damage due to inadequate attachment of water intake and outflow at the hairdresser's wash-part or labour. Connections should be made by a qualified plumber;
 - damage due to modifications introduced by the Buyer on his/own;
 - damage due to natural wear and tear.
4. Technical and repair services shall not include simple activities which users can perform within their own scope, e.g. bulb replacement, hinge adjustment, tightening loose screw, stain removal, etc.
 5. Subject to warranty shall not be elements characteristic of used materials, e.g. with respect to wood or veneer, wood grain, varied structure or discolouration; with respect to aluminium elements: surface tarnishing due to lack of polishing as well as minor colouring differences in comparison with the presented samples.
 6. Defects which are not relevant for the use of furniture and completely invisible following their disassembly may not be the basis for warranty complaint.
 7. Where only part of the furniture purchase by the Buyer is defective and its repair does not cause deterioration of functional properties of a particular piece or all furniture purchased by the Buyer, rights hereunder shall be limited solely to the defective furniture part.
 8. Entitlements under the warranty shall not cover Buyer's right to claim indemnity from the Warranty issuer and, in particular to compensate lost opportunities in connection with the furniture defect.

AYALA S.A. shall be required to consider the complaint within 14 days of its being served in writing. Complaint shall be considered in the manner and within the deadlines agreed by both parties.

FURNITURE USE CONDITIONS

Take good care of your furniture and it will be functional for a long period of time – follow our advice.

In particular:

- Check the furniture condition.
- Use the furniture in accordance with its intended use.
- Avoid long-term contact of elements made from the following materials with dampness: wood, laminates, varnishes and metal materials.
- Drying with soft, dry cloth or tissue paper prevents swelling, distortion or damage of the external surface. Do not use rough material which may damage the external coating and lead to irreversible changes.
- Make sure the room is well-ventilated. Excessive condensation of vapour may lead to board, front, or top swelling or cracking and discolouration of protective coating.
- Avoid contact of furniture elements with sharp objects which may damage protective surface. Damaged elements are more exposed to external conditions.
- Always avoid placing hot elements (hair straighteners, dryers) on the surface of furniture from boards and upholstered.
- Do not allow excessive staining which may cause discolouration.
- Cleaning and maintenance only using mild cleaning agents in accordance with their intended use.

UPHOLSTERY – clean using soft cloth and warm water with some mild cleaning agent. Stains that are difficult to clean should be cleaned using adequate disinfecting liquids or pastes which do not contain abrasive elements which may damage the material structure and cause damage of the coating leading to material discolouration.

CHROMED MATERIALS – clean the surface with cloth dampened with lukewarm water and then dry. Avoid preparations and abrasive materials which may leave scratches and tarnish the chromed coating.

ALUMINIUM ELEMENTS – with time they may become tarnished and therefore it is recommended to use delicate polish paste from time to time and rub the elements energetically with a soft cloth (as per the recommendations of the paste producer).

FURNITURE ELEMENTS FROM LAMINATED BOARD – clean with a soft cloth dampened in water with a little dish soap. Having removed the soil from the furniture rub it several times with a flannel cloth to make it dry.

HIGH GLOSS FRONTS AND ELEMENTS – use soft, delicate cotton, silk or microfibre clothes in order not to scratch the varnished surface. Vast majority of soil (e.g. finger marks, fat soil, dirt) can be successfully removed with a wet cloth. Strongly soiled surfaces can be cleaned using glass cleaner and quickly rubbed with clear cloth soaked in lukewarm water. Use of abrasive preparations (liquids, powders or creams) or concentrated cleaning agents is prohibited.

VENEER and WOOD – you have to use products intended for wood case (Pronto type).

Do not overload drawers and shelves. Maximum load in accordance with producer recommendations:

- TELESCOPE-GUIDED DRAWERS – 10kg
- BLUM GUIDE DRAWERS – from 30 to 50kg (depending on the system in use)
- HANGING WALLS LOAD – ca. 15kg (depending on the assembly wall type)

In the event of doubts linked with the use of furniture do not hesitate to contact us.