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## WARRANTY TERMS

1. AYALA S.A. provides a warranty for its' products:
  - a) 12 months – for professional-use hairdressing furniture and its components: fittings, footrests, bases, drawer systems, lighting systems (excluding light sources), massage systems, etc.;
  - b) 12 months – for accessories from the 48H offer;
  - c) 1 month – for products from outlet sales.
2. AYALA S.A. does not provide a warranty for products from display sales.
3. The provision of this warranty does not exclude, limit, or suspend the Buyer's rights under applicable law, in particular those relating to the seller's liability for non-conformity of goods with the contract.
4. The Buyer may enforce its rights under this warranty independently of the rights arising from applicable law.
5. The warranty referred to in section 1(a) and (b) covers manufacturing defects that become apparent during use, in particular:
  - Peeling of chromed surfaces and cracks in metal components not caused by the user,
  - Delamination and deformation of furniture panels not resulting from flooding or excessive moisture,
  - Malfunctioning of hinges, slides, etc., not resulting from the use of excessive force or overloading,
  - Malfunction of the adjustable footrest and massage systems not resulting from water damage to system components or mechanical damage,
  - Tears or cracks in upholstery materials resulting from stress or other material defects, not resulting from mechanical damage.
6. The warranty does not cover defects resulting from improper use of the furniture or caused by adverse external factors, including:
  - Failure to engage the hydraulic pump lock during use-the lock/brake is engaged by pulling the pump lever upward after adjusting the styling chair or barber chair to the desired height and position; failure to use the brake results in faster wear and tear, often mechanical damage to the pump, and is a basis for loss of warranty or rejection of claims for damaged components,
  - Mechanical damage (impacts, scratches, cuts, etc.),

- Prolonged contact with water, flooding,
- Improper maintenance (e.g., use of strong chemicals or cleaning products not intended for this purpose),
- Lack of maintenance (persistent stains),
- Prolonged contact with harsh hair care chemicals (persistent stains),
- Discoloration on upholstery, furniture panels, or lacquered surfaces caused by hair care chemicals, stains from jeans, etc.
- Discoloration caused by prolonged exposure to sunlight, cigarette smoke, etc.
- Direct contact with fire or contact with a very hot object,
- Excessive overload (standing or sitting on shelves, countertops, armrests, footrests, etc.),
- Unsuitable room temperature (below +15°C, above +30°C),
- Other uses of the furniture not in accordance with its' intended purpose,
- Damage and defects resulting from improper storage of the furniture,
- Damage resulting from improper transport or handling of the furniture by the Buyer,
- Damage resulting from unexpected events and circumstances beyond the manufacturer's control,
- Damage resulting from the Buyer's installation or assembly of the furniture in a manner inconsistent with the instructions included with the purchased item,
- Damage resulting from self-performed, improper connection of water and drain pipes in a hair salon or laboratory; such connections should be performed by a plumber,
- Damage resulting from modifications performed by the Buyer on their own,
- Damage resulting from natural wear and tear,

**Complaints based on natural characteristics of wood will not be accepted.**

7. Simple tasks that the user can perform on their own - such as replacing a light bulb, adjusting hinges, tightening a loose screw, or cleaning stains etc. - are not covered by our maintenance services.

8. Claims shall not apply to characteristics specific to the materials used, e.g., in the case of wood or veneer, their grain, varied texture, or discoloration; in the case of aluminium components, surface dullness due to lack of polishing; as well as minor colour discrepancies compared to the presented samples of varnishes, stains, upholstery and furniture boards.
9. Defects that do not affect the use of the furniture and are completely invisible after assembly cannot form the basis for warranty claims.
10. If only a part of the furniture purchased by the Buyer is defective and its repair or replacement will not impair the functional properties of the specific piece or all of the furniture purchased by the Buyer, the rights under this warranty are limited solely to the defective part of the furniture.
11. The rights under this warranty include the removal of the product defect through repair or replacement of the defective component. The warranty does not cover claims for compensation for indirect damages, including lost profits, unless mandatory provisions of law provide otherwise.

**AYALA S.A. is required to review complaints within 14 days of the date of their written submission. The complaint will be reviewed in the manner and within the timeframe agreed upon by both parties.**

#### TERMS OF USE FOR FURNITURE

**Take care of your furniture and it will serve you for a long time - follow our advice, in particular:**

- Check the condition of the furniture upon delivery;
- Use the furniture for their intended purpose;
- To increase the durability and service life of the hydraulic pump in styling chairs and barber chairs, remember to pull the lever after adjusting the chair to the desired height/position; this acts as a brake, stopping the pump.

In every hydraulic pump, the pressure increases during pumping/lifting, and once it reaches its maximum value, it must drop slightly. Pulling the brake is necessary because it stops the pump from dropping.

Remember that every hydraulic pump has 3 operating modes:

- ✓ First - raise the seat by pressing the pump lever (do not press the pump lever all the way down – doing so will lower the seat)
  - ✓ Second - lower the seat by pressing and holding the pump lever all the way down
  - ✓ Third - engage the brake/lock by lifting the pump lever up; the seat is then locked. To release the brake, press the pump lever.
- Adjustable backrests of barber chairs – to lower the backrest, release the actuator lock using the lever. Be careful not to use excessive force, as this may break the mechanism and damage the backrest actuator.

- Adjustable headrest of barber chairs – to raise or lower the headrest, release the mechanism lock using the button. Be careful not to use excessive force, as this may cause the button inside the backrest to jam and damage the headrest mechanism.
- Footrests of styling chairs and barber chairs, as well as movable footrests in backwash units, are designed to support your legs during a service; under no circumstances should you stand, jump, sit, or kneel on them.
- Avoid prolonged exposure to moisture of wooden, laminated, lacquered, and metal components.
- Wiping dry with a soft cloth or paper towel will prevent swelling, warping, and damage to the surface finish. Do not use rough materials that may damage the protective coating and lead to irreversible changes.
- Make sure the room is well-ventilated. Excessive moisture buildup can cause panels, cabinet fronts, and countertops to swell, or cause protective coatings to crack or discolour.
- Avoid contact between furniture components and sharp objects that could damage the protective surface. Damaged components are more vulnerable to external factors.
- You should strictly avoid placing hot items (straighteners, hair dryers) on the surfaces made of laminated board and upholstery, as well as on plastic components.
- Do not allow permanent stains to form, as they may cause discoloration.
- Clean and maintain using only mild cleaning agents in accordance with their intended use.

Any stains, particularly those caused by grease, oils, hair care products, fruit juices, coffee, tea, and other substances that are difficult to remove, may cause discoloration of the surface and should be cleaned immediately.

**UPHOLSTERY** – clean with a soft cloth and warm water mixed with a gentle detergent. For stubborn stains, we recommend using appropriate cleaning products that do not contain abrasive additives, which could damage the fabric's structure and lead to damage to the finish or discoloration.

**CHROMED ELEMENTS** – wipe with a soft cloth dampened with lukewarm water, then wipe dry. Avoid abrasive cleaners and materials that could scratch or dull the chrome finish.

**CHROMED ELEMENTS with gold finish** – wipe with a soft cloth wetted with lukewarm water, then wipe dry. Do not use chemical cleaners, e.g., for limescale and deposits, or abrasive products and materials that may scratch or wear away the chrome coating.

**ALUMINUM ELEMENTS** – may become dull over time, so it is recommended to use a mild polishing paste from time to time and vigorously wipe the elements with a soft cloth (following the paste manufacturer's instructions).

**LAMINATED BOARD ELEMENTS** – clean with a soft cloth dampened with water, or with a small amount of dish soap. After removing dirt from the furniture, wipe it down several times with a flannel cloth and dry it.



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**LACQUERED PARTS, FRONTS, AND HIGH-GLOSS ELEMENTS** – use soft cotton, silk, or microfiber cloths to avoid scratching the surface. Most common types of dirt (e.g., fingerprints, greasy stains, dust) can be easily removed with a damp cloth. For heavy soiling, you can also use window cleaner, after which you should wipe the surface with a clean cloth dampened with lukewarm water. It is unacceptable to use abrasive products (liquids, powders, creams) or concentrated cleaning agents.

**WOOD** – use wood care products (such as Pronto) for cleaning. Natural wood expands and contracts, meaning it reacts to changes in temperature and humidity. Changes in these conditions cause the wood to shrink or expand, which may affect the visibility of joints in wooden frames. Natural wood is characterized by unique grain patterns; these variations result from the wood's uneven structure. All these factors significantly influence the colour of the material.

**VENEER** – do not use strong cleaning agents that could damage the natural stone. For daily care, we recommend using a wet cotton cloth without any detergents; any stains that cannot be removed this way can be cleaned with specially formulated products. Always wipe the cleaned surface dry.

**Do not overload drawers, shelves, or barber chairs. Maximum load capacities, as recommended by manufacturers:**

- DRAWER ON TELESCOPIC/ROLLER SLIDES – 10 kg;
- DRAWER ON MODERN BOX SLIDES – up to 40 kg (depending on the system used);
- LOAD CAPACITY OF WALL-MOUNTED CABINETS – approx. 15 kg (depending on the type of mounting wall);
- LOAD CAPACITY OF THE GAS PUMP – approx. 100 kg;
- LOAD CAPACITY OF THE HYDRAULIC PUMP – approx. 120-130 kg.

**If you have any questions regarding the use of the furniture, please contact the AYALA Sales Department at tel. + 48 694 233 000; e-mail: [ayala@ayala.com.pl](mailto:ayala@ayala.com.pl)**