

Warranty conditions * – 706 Online B.V.

1. General

This warranty applies to customers in the Netherlands and Belgium. The warranty period begins on the date of delivery.

2. Warranty period per product type

The duration of the warranty depends on the type of chair and its use:

- **15 years warranty**
Applies to Therapod, NPR, and EN office chairs, excluding the Manager XL (EN), and based on normal daily use (up to 8 hours per day). The warranty period will be proportionally shorter with more intensive use.
- **5 years warranty**
Applies to:
 - Chairs designed for heavy-duty use (load capacity >160 kg).
 - Chairs from the Economy selection.
 - Work chairs.
- **2 years warranty**
For chairs intended for intensive use or 24-hour use (for example in control rooms) and all other chairs in the 706 Seating Group collection.

Please note: if a different warranty period is stated in the catalogue, that period applies.

3. Conditions to receive warranty

- You will need the original invoice as proof of purchase.
- 706 Online B.V. Gives no warranty on materials delivered by customers self.

4. Report complaints or damage

To process a complaint or claim, we ask you to provide the following information:

- A clear description of the problem or defect.
- The chair model number.
- The order number.
- One or more clear photos of the problem.
- **Note:** A clear photo of the underside of the seat with the date sticker clearly visible.

Once we receive this complete information, we will assess whether the defect is covered by the warranty. Our service department can, if necessary, resolve the problem in consultation with the dealer or end user.

This is not covered by the warranty:

- Normal wear and tear, such as to wheels, upholstery, or gas springs.
- Damage due to misuse, improper assembly, storage, or cleaning with incorrect products.
- Scratches, dents, or damage from drops or impacts.
- Use outdoors or in damp areas (such as bathrooms).
- Indirect or consequential damage.

Maximum load capacity per model

- **CS, EN en A-serie** – up to 110 kg
- **D109 mechanism chairs** – up to 125 kg
- **NPR modellen** – 125 or 160 kg unless equipped with 2-phase gas spring.
- **Manager XL en B1** – up to 200 kg

** From production date January 1, 2025*