

10Year Warranty

Soft Cells

Soft Cells are manufactured with the greatest care for the product and the environment.

To ensure the highest quality and performance for our customers, Soft Cells are only produced using the best manufacturing methods.

Soft Cells come with a 10-year quality warranty. Subject to the limitations set out below, the warranty covers any defect in the Soft Cells system, including failure to maintain the correct tension of the textile.

The warranty does not cover dismounting and fitting costs, or any other direct or indirect costs related to a claim.

The warranty does not cover textile claims concerning textile that has been purchased via third parties not affiliated with Kvadrat.

In case of accepted claims Kvadrat can at its own discretion choose to either replace the defective Soft Cells or the affected components in the Soft Cells system, or repay the original invoiced price.

If Kvadrat chooses to repay the original invoiced price, 10% of the original invoiced price will be deducted for every year after the registered delivery time (e.g. 20% after two years of use).

The above does not affect any mandatory rights granted under applicable legislation.

Claims will be acknowledged under the following conditions

The Soft Cells are used for normal usage indoors, in a non-corrosive environment.

The Soft Cells are carefully and regularly cleaned, in accordance with the maintenance specifications provided by Kvadrat.

The Soft Cells have been installed by certified White Glove Installers.

The warranty does not cover claims concerning

Wear and tear within a limited area of the fabric. For example, damage caused by stains or sharp objects such as car keys.

Soft Cells that have been modified to include non-standard features.

Situations where the fitting of the Soft Cells has been altered after the installation has been completed.

Other inappropriate handling of the Soft Cells.

Expert Assistance

If you have a complaint regarding Soft Cells, please contact our office and we will gladly assist you.

This warranty shall be governed and construed in accordance with the laws of Denmark, however, excluding any (i) rules concerning choice of law, and (ii) the UN Convention on Contracts for the International Sale of Goods, which shall not apply.

Any dispute relating to or arising out of this warranty, including whether a claim should be acknowledged, shall be subject to the exclusive jurisdiction of the City Court of Copenhagen as first instance.

T +45 33 33 99 88
info@softcells.com
www.softcells.com