10-Year Service Warranty for business clients (B2B)

Curtains

Kvadrat curtains are produced to professional standards and in consideration of the product and the environment. Our proven and reliable manufacturing techniques ensure that we provide our clients with high quality textiles that have excellent properties.

All Kvadrat textiles are tested by independent bodies to ensure the textiles will meet the specific requirements for contract textiles, such as light fastness, shrinkage rate and low flammability.

All Kvadrat curtain fabrics come with a 10-year service warranty. Under this warranty, we shall replace those fabrics that we have accepted as being faulty in accordance with the terms and conditions of our warranty.

Where we have accepted claims in accordance with the terms and conditions of our warranty, and where such claims are made within two years from the date of the invoice, Kvadrat shall replace the fabric without charging any cost to the client. Starting with the third year from the date of the invoice, Kvadrat reserves the right to charge 10% of the invoiced value for each year of use, meaning that Kvadrat shall charge 30% of the original value of the goods for claims filed in the third year from the date of the invoice. After that, this charge will increase by 10% per year (e.g. 30% per metre after three years of use; 50% per metre after 5 years of use etc.). Statutory warranties and/or claims shall remain unaffected.

Recommendations

Each curtain must have a care label.

Where more delicate fabrics have been chosen, it is recommended to undertake a test wash due to the special requirements for detergents and washing temperatures in the area of healthcare.

Claims under warranty shall be accepted under the following conditions:

The curtain was used under normal conditions at the workplace or in private areas, i.e. daily use in commercially used buildings or in public and private interiors.

The curtain was used in accordance with its pre-defined technical specifications.

The curtain was regularly and carefully cleaned by Kvadrat in accordance with the respective instructions for care.*

Explicitly excluded from this warranty are:

Any claims resulting from use in environments that demand frequent washing, for example in operating theatres.

Any claims resulting from non-expert or faulty workmanship in the processing of the curtain fabric.

Accidental damage in limited areas of the curtain caused, for example, by sharp objects or caused by constant rubbing against furniture.

Washing without prior removal of loose or dislodged hooks that may cause damage.

Any claims resulting from failing to observe care instructions.

Any other improper handling of the curtains.

Any other cost incurred directly or indirectly with the claims made, for example cost for sewing.

Our experts are here to assist you

If you have an issue with any of our textiles, then please contact our sales department. We will be more than happy to help you.

This service warranty shall be governed by Danish law to the exclusion of the UN Convention on Contracts for the International Sale of Goods.

For any and all disputes arising in connection with this warranty, the competent court of first instance shall be Københavns Byret in Copenhagen, Denmark.

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*Kvadrat reserves the right to commission an independent body to assess whether such cleaning was carried out according to the Kvadrat instructions for care. The Kvadrat instructions for care are available at: www.kvadrat.dk