

# Warranty and product quality

We demand high quality in everything we do, from materials and durability to ergonomics and design. We are ISO 9001 certified with a quality management system securing the high quality of Flokk products.

## Product Quality

A Flokk chair is built to withstand stress and to last. All chairs are therefore rigorously tested and approved according to known standards for different markets.

Delivering on technical quality implies designing products that provides the user with comfortable and trouble-free seating over a long service life. To ensure this, we employ a set of internally and externally developed validation criteria and extensive testing. Our seating products should comply with all main standards & norms relevant to their segment & market, meaning e.g. EN 1335-1 for task chairs, NPR 1813 for the Benelux, GS mark for Germany, BS 5459-2 for UK, ANSI BIFMA for US, Swedish Mobelfakta for Sweden etc. Some chair models comply also with fire resistant-, clean room- and ESD (electrostatic discharge) - requirements.

## Warranty

### GENERAL TERMS AND CONDITIONS

Flokk's warranty covers all HÅG, RBM, RH and BMA chairs against: Material and manufacturing faults and defects from the chair's production date. The warranty covers any necessary spare parts. Labour and transport costs are not covered. Normal wear and tear is not covered by the warranty. The warranty is conditional on the chair and fabrics/leather undergoing normal cleaning.

### SPARE PARTS GUARANTEE

Flokk guarantees the delivery of spare parts for a minimum of 10 years after the chair's production date. The guarantee covers the parts necessary to maintain the chair's original functionality.

### HÅG – 10 YEAR WARRANTY FOR HÅG PRODUCTS

Flokk provides a 10 year warranty for all HÅG chairs that are in normal use for up to 9 hours per day. Unless otherwise specified, the maximum weight for users is 110 kg.

#### **24/7 – 5 year warranty.**

Flokk provides a 5-year warranty for HÅG chairs that are specifically purchased for 24-hour use, and which are upholstered in 24/7 approved fabrics/leather from Flokk's Standard Fabric collection.

#### **> 9 hours/day – 5 year warranty.**

Flokk provides a 5 year warranty for all HÅG chairs that are in normal use for more than 9 hours per day.