Custom Furniture Manufacturer Warranties

ASCO Warranty and Defects

Upon delivery of goods, Customer shall inspect goods straightaway for possible defects, wrong deliveries, incorrect quantities or other complaints. Obvious damages in packaging material or transit have to be claimed immediately and confirmed in writing on the packing list by the forwarding agent. All defects and damages shall be notified to ASCO GmbH in writing, latest within 3 working days and documented by digital recording. If the time limit is expired, an assertion of the warranty claim shall be excluded.

As far as insignificant defects, differences in weight, shape, colour, measurements, or quality, and, also, modifications which serve further development of product, are concerned, Customer's right of warranty claim is excluded. The Customer may only exercise the right of retention on part of the purchase price in proportion to a well-founded defect.

ASCO GmbH is entitled to repair or replace goods that are defective or grant the Customer an appropriate price reduction, at his option. Customer shall not be entitled to further damage claims on account of the defect. Goods may only be returned with our consent.

Whenever a defect of returned goods is based on the fact that the product is already being used or cannot be returned for one reason or the other, Customer is obliged to pay a loss compensation or to refund ASCO GmbH for the depreciation of used goods. To avoid any compensation, goods are to be inspected, but by no means to be used. In case of returns, goods shall be packed-up in original packaging material or similar firm cardboard. The statutory provisions shall apply for hidden defects.

With regards to those costs resulting directly from an amendment or replacement delivery – as long as the claim is deemed as justified – we will pay the costs of the replacement item, including the delivery. Any costs resulting for the buyer are to be covered by the buyer themselves. Required assembly and travel costs which are incurred as a result of unjustified claims of defects are to be paid by the customer. If any changes or repair work have been carried out inappropriately by the customer or a third party without our prior written consent, we will no longer be liable for the resulting consequences. The customer is required to give us the opportunity to assess the claim, and in particular to make the damaged goods and its packaging available for us to inspect. If they refuse to do so, we are no longer liable for the defects. We are not liable for damage to the goods which is caused by wear and tear, unsuitable, inappropriate use or application which is not in accordance with the contract, incorrect assembly, excessive strain or inappropriate alterations, amendments and repair work carried out by the customer or a third party, incorrect or negligent use, unless this has resulted from our own negligence

Custom Furniture Manufacturer Warranties

KFF Warranty and Defects

Deliveries must be inspected immediately upon receipt for defects, incorrect deliveries, or deviations in quantity and other complaints. Obvious packaging and transport damage must be claimed immediately and must be confirmed in writing by the carrier on the KFF handover report. All defects in the delivery must be reported to us in writing within a period of 3 working days at the latest and should be documented by digital photos in the interest of the Buyer. If these deadlines are not met, the claims for defects shall expire.

Minor or customary deviations in weight, shape, color, dimensions or quality as well as changes that serve the further development of the product cannot be recognized as defects. We are entitled to avert any notice of defect by either repairing the defect or supplying a replacement, at our discretion. Goods can only be returned with our consent. If the goods show traces of use upon return or if they cannot be returned, you are obliged to compensate the value of the goods in case of loss and/or to compensate the reduction in value in case of traces of use, as far as you are responsible for the loss or the deterioration. You can avoid such compensation by looking at and inspecting the goods but not using them. In addition, the goods should be repacked in the original cardboard packaging or a similar transport-safe packaging.

For hidden defects, the statutory provisions apply. Of the direct costs arising from the rectification or replacement delivery, we shall bear - insofar as the complaint proves to be justified - the costs of the replacement item including shipping. Any costs incurred by the Buyer shall be borne by the Buyer. Necessary assembly and travel costs incurred in connection with unjustified complaints shall be paid by the Buyer. Any modifications or repair work improperly carried out by the Buyer or third parties without our prior written consent shall void our liability for the resulting consequences. The Buyer shall give us the opportunity to examine the complaint, in particular to make damaged goods and their packaging available for inspection by us. We shall not be liable for damage to the goods caused by natural wear and tear, unsuitable, improper or non-contractual use, faulty assembly, excessive stress or improper modification, reworking, or repair work by the Buyer or third parties, or by faulty or negligent handling, insofar as this is not attributable to our fault.