



LANO

WARRANTY CARD

THE GUARANTEE WAS ISSUED ON 13.12.2024

FOR THE PRODUCT LANO MEBLE

Lano Meble, as the guarantor, provides a guarantee for furniture free from physical defects.

Rules for using furniture:

1. Furniture should be used in accordance with its intended purpose.
2. Furniture must be used indoors, in enclosed spaces, and protected from harmful atmospheric influences.
3. Furniture may emit an odour for up to 72 hours.
4. Furniture must be placed on a level surface (properly balanced).
5. Avoid contact of lacquered surfaces with high temperatures, solvents, or chemicals. Such factors may damage the lacquer coating, resulting in discolouration or dullness.
6. The maximum load of a drawer is 2–3 kg.
7. The maximum mattress height suitable for the bed is 13 cm.
8. If a mezzanine bed is purchased, it must be fixed to the wall to ensure safety.

Furniture Maintenance Guidelines:

1. Clean furniture with a dry or slightly damp soft cloth, then wipe the cleaned surfaces dry.
2. The manufacturer accepts no responsibility for damage to lacquer coatings caused by the use of chemical agents. Commercially available cleaning products may be used, provided that lacquer coatings are first tested in inconspicuous areas.

Warranty Guidelines:

1. This warranty constitutes a warranty document within the meaning of the Act of 27 July 2002 on specific terms of consumer sales and on the amendment of the Civil Code (Journal of Laws No. 141, item 1176) and therefore applies only to sales made to consumers.
2. The Guarantor is entitled to refuse to fulfil warranty obligations if the Buyer fails to present proof of purchase issued by the Seller (Warranty Card).
3. The warranty period is 24 months.
4. In the event of defects in the product, the Buyer is obliged to notify the Seller without delay by means of a written complaint containing a detailed description of the defect, photographs, the Buyer's name, surname, address, e-mail address, subject of the complaint, and all circumstances justifying the complaint. The Buyer must also indicate in the complaint whether the claim is made under the warranty or for another reason.
5. If the information provided in the complaint requires supplementation, the Seller shall request the complainant to provide the missing details before the complaint is considered.

6. The basis for the Guarantor's consideration of a submitted complaint is the Buyer's possession of this Warranty Card issued by the manufacturer.
7. The Buyer will be notified by e-mail within 14 days of the Guarantor's receipt of the complaint whether the complaint has been accepted for processing or deemed unfounded. In exceptional cases, this period may be extended by seven days.

Warranty Exclusions:

1. Defects, mechanical damage, or quantity shortages that could have been identified upon delivery.
2. Damage arising from improper use, assembly, or transport carried out independently by the Buyer.
3. Damage resulting from improper maintenance of furniture (effects of moisture, temperature, or broken parts).
4. Damage caused by alterations or repairs to the furniture carried out by the Buyer or on their behalf. Goods made to special customer order are not eligible for return.
5. Colour changes caused by the oxidation and exposure of pine to sunlight. In the case of white furniture, discolouration may occur due to the natural structure of pine wood (changes in shade, knots, and grain). Wood is a natural product, and its grain, structure, and colour are subject to variations resulting from growth, location, and climate. Moreover, the shade of wood surfaces changes over time due to exposure to light and heat. This natural ageing process affects all types of wood to a greater or lesser extent. Wood is not resistant to light. Sunlight – including diffused daylight indoors – is the main cause of colour changes. The extent of colour change depends not only on the passage of time but also on the placement of the furniture.
6. Defects arising from improper storage, such as unsuitable temperature, humidity, or maintenance with inappropriate agents.
7. Cases where a price reduction was granted due to a defect known at the time of purchase — complaints cannot be lodged regarding such defects for which the reduction was applied.
8. Differences in the appearance of furniture caused by computer display settings.
9. Differences in colour, arrangement of knots, or wood grain patterns cannot be the subject of complaints.
10. Knots are a natural characteristic of this material and do not constitute grounds for complaint.
11. Natural “imperfections” and knots preserved intentionally in the furniture-making process highlight the authenticity and natural beauty of the wood.
12. Differences in mattress dimensions due to the properties of the materials from which it is made, up to 2 cm.
13. Non-visible elements such as frames, drawer bottoms, or slats supporting the frame are not painted like the rest of the bed.
14. All screws and fasteners must be screwed in gently and slowly to avoid cracks. **Do not screw fittings close to the edges!**

Complaints / Returns:

All claims should be submitted together with photographs to the following address:

reklamacje@lanomeble.pl

tel. 62 72 72 327

1. A complaint may be lodged under the 24-month warranty.
2. Complaints concerning technical defects arising during the manufacturing process or missing components must be reported within 10 days from the date of delivery of the product. The Seller shall not be liable for defects reported after this period.
3. A product may be returned within 60 days without providing a reason.
4. The following items are not eligible for return:
 - Products that have been assembled.

- Prefabricated products, i.e. made to the customer's individual order (including, among others, continental beds).
- Mattresses that have been removed from their original protective packaging (e.g. protective film).
- Mattresses in non-standard dimensions. Standard mattress sizes are: 80×200, 90×200, 100×200, 120×200, 140×200, 160×200, 180×200.

NOTICE!

BED COMPONENTS MAY CONTAIN PRODUCTION DUST. THEREFORE, AFTER RECEIVING THE SHIPMENT, PLEASE UNPACK THE COMPONENTS AND WIPE THEM WITH A DAMP (NOT WET) CLOTH.

Why do the components of my bed look mouldy?

This effect is caused by a process known as *blue stain in wood*. It is a natural discolouration that occurs when timber, after being felled in the forest, remains in log form for a certain period and takes on a bluish tone. Blue stain does not negatively affect human health, either during use of the wood or during processing.

Responsible forest management and shortages of raw material on the market increase our determination to make the most of what nature provides. We do not want wood to go to waste. This discolouration has absolutely no impact on durability!

Let us respect our forests and the resources that nature gives us — let us use our wood responsibly!

FOR ANY ENQUIRIES, PLEASE CONTACT:

62 72 72 322

e-mail: biuro@lanomeble.pl pon.- pt.: 8-16

Complaints Department:

e-mail: reklamacje@lanomeble.pl

tel. 62 72 72 327

pon.- pt.: 8-16