Perfecting motion **blum**®

Quality for the lifetime of the furniture

Our goal is to ensure that our fittings systems provide comfort and function to furniture buyers for the lifetime of the furniture, All Blum products are engineered to provide for a problem-free-use of the furniture during its lifetime, which is up to 20 years. We achieve this goal by using the strictest internal guidelines that are basis for our ISO 9001 quality management system. We also use our own testing laboratory in conjunction with other international testing organisations to monitor the quality of our own products on a regular basis and observe how they are used in daily activities.

As a gesture of goodwill, for so long as the original purchaser is in possession of the furniture, and it has been used only in domestic circumstances, we will replace defective Blum products by sending replacement parts free of charge to the address of this purchaser. To the fullest extent permitted by law, all other claims are excluded, including any related labour costs regarding removal of the defective product and/or installation of the replacement part. Improper use as well as improper operation or excessive loads are also excluded. Any claim for defective Blum products in furniture used for commercial purposes will be handled on a case-by-case basis. All electrical and electronic components are not included; however please refer to their separate, corresponding guarantees.

All services are provided without acknowledgement of any legal responsibility, are at any time subject to change without further notice, and are subject to the standard terms of supply issued by Blum from time to time, which are available at www.blum.com.
To obtain the free of charge replacement you must provide us with the defective product, a short description of the problem as well as a copy of the proof-of-purchase within 30 days of the problem occurring.

Q ISO 9001 CERTIFIED QUALITY SYSTEM   ISO 14001 CERTIFIED ENVIRONMENTAL SYSTEM