

**FIRE FURNITURE  
PLAN  
SIGNAGE  
FORMAT  
FASTENING**



### **HOW LONG IS THE WARRANTY VALID ?**

5 YEARS GUARANTEE

This warranty is valid for five (5) years from the date of purchase from CSID of furniture, plans, signage, formats and fixations. The original invoice or delivery note is required as proof of purchase.

The warranty applies to materials and accessories replaced or repaired during the warranty period, within the limit of the warranty period remaining from the date of replacement or repair.

Replacement of the defective product does not extend the original warranty period.

### **MAINTENANCE TIPS ?**

SOFT CLEANING

Clean metal or plastic parts with a cloth soaked in mild detergent. Finish by wiping with a dry cloth.

Clean wood, stone, fabric and imitation leather parts with a dry cloth.

### **WHAT IS COVERED BY THIS WARRANTY? ?**

NEW PRODUCTS

The warranty applies to new products sold in our online store and in our network of authorized dealers, excluding demonstration models and products sold as «destockage». It covers manufacturing and material defects on the following parts:

Furniture structure and front  
Rigid support for plans and signage  
Moving parts

Moving parts are the components of options, accessories and adjustable functions. The warranty applies in the event of normal use of these components, corresponding to their intended function as specified on our product data sheets.

The warranty does not cover normal wear and tear, nor damage caused by, among other things, theft, falling or struck objects, fire, discoloration by light, burns, excessive humidity or dry heat, cuts, scratches, liquid impregnation, or damage involving the responsibility of a third party or resulting from intentional or malicious fault. The warranty does not cover indirect or incidental damage.

## HOW WILL CSID REMEDY THE PROBLEM? ?

### REPAIR - REPLACEMENT

Apart from the implementation of the legal warranty, CSID will examine the product, and if after verification it is concluded that your claim is covered by the warranty, we will either repair the defective product or replace it with the same item or an item of comparable quality. In the event of a repair, CSID will cover the cost of repairs, spare parts, labor and home visits required by the service, provided that the cost of the repair does not exceed the value of the product and that the product is accessible for repair at no additional cost. These provisions do not apply to repairs not authorized by CSID. Replaced parts become the property of CSID. Warranties apply to materials and accessories replaced or repaired during the warranty period, within the limit of the warranty period remaining from the date of replacement or repair.

In the event that the item is no longer sold by CSID, in the event that CSID recognizes that it is totally impossible to repair, or if the cost of repair exceeds the value of the item, CSID will offer a suitable replacement item, with the exception of the legal warranty. Replacement of the defective product does not extend the initial warranty period.

## WHERE DOES THIS WARRANTY APPLY?

### EUROPEAN UNION

CSID guarantees apply only to European Union countries. For French islands that are dependent on the European mainland (Corsica, Ile de Batz, Ile de Ré, etc.), provision is made at the port on the mainland. Warranties for CSID products used in other European Union member countries may be exercised with CSID (excluding French overseas departments and territories), subject to compliance with the technical specifications and regulations applicable and specific to each country, where applicable. Warranty conditions, extensions and limitations are those applicable on the local market. We recommend that you obtain them from CSID in your local language.

## HOW CAN YOU REACH US?

### ASS

To make a claim under this warranty, contact CSID after-sales service, please keep :

- Proof of purchase (invoice and delivery note)
- Warranty conditions

By e-mail: [contact@csid-design.com](mailto:contact@csid-design.com)

By post to the following address CSID - 25 rue de Ponthieu - 75008 PARIS

Or contact your dealer, who will file a claim with our after-sales service.