



Warranty policy for STALA Products

Product warranty 2 years

Stala Oy issues a warranty of twenty four (24) months for Stala products supplied by it. The duration of the warranty is calculated from the date of purchase of the product.

If the product is intended for a project site subject to final inspection, the warranty period is calculated from the date of approval of the site. However, the warranty period for the product delivered to the project site expires no later than three (3) years after the product has been delivered.

The warranty is issued for products and components included in Stala Oy's delivery. A prerequisite of the warranty is that the installation, operating and maintenance instructions are carefully followed. If this is not the case, the warranty is no longer valid.

Extended 10-year warranty for stainless steel material defects in sinks, worktops and backsplashes

Stala Oy grants a 10-year stainless steel material defect warranty on worktops, sinks and backsplashes made of stainless steel, starting from the date of purchase.

What is covered by the warranty

The warranty includes structural, manufacturing and material defects that were discovered during the warranty period. Wear and tear or scratching of the surfaces caused by regular use are not covered by the warranty.

The warranty does not apply to products used outdoors or in damp premises, with the exclusion of mailboxes. In reclamation cases, Stala Oy replaces the product covered by the warranty with a corresponding product and compensates for the freight costs. Costs such as installation costs are not covered by the warranty.

The warranty does not apply in cases where installation, user and care instructions are not followed.

Limitations of the warranty

Repairs covered by the warranty do not include adjustments, maintenance and cleaning procedures as referred to in the installation and care instructions.

The warranty does not cover defects caused by:

- Careless handling and transport of the product.
- For damage occurring after the delivery of the goods.
- Incorrect installation or placement that do not follow the installation and care instructions.
- Due to user negligence or misuse of the product.
- Neglecting the installation, care or maintenance instructions.
- The use of inappropriate detergents or chemicals.
- Factors independent of the issuer of the warranty, such as damage caused by products, devices or materials installed in the operating environment of Stala products, as well as their installation, use and maintenance and the substances or tools required for them.

What to do if you discover a defect

A faulty product must not be installed. If you have a complaint regarding the product, you must notify the place of purchase immediately. If a defect occurs during the warranty period, the customer must promptly contact an authorized Stala dealer or Stala directly if the product was purchased from Stala. In such cases, the product details (model, type designation can be found in the user manual or on the product label), the nature of the defect, and the conditions under which the defect occurred must be provided. If the product was purchased from a Stala dealer, the dealer will file a complaint with Stala.

We recommend filing the complaint with the feedback form on Stala's website at

<https://www.stala.com/contact-information2>