

# Warranty Information

**TREBORD guarantees its products for a period of 2 years, but please note that the warranty does not cover such issues as:**

- damage resulting from a fortuitous event or resulting from other circumstances beyond the manufacturer's control
- damage caused by modifications made by the customer
- damages resulting from incompatible with the manufacturer's orders rules of use, maintenance and storage of the table
- uneven coloration of wood resulting from the natural properties of the natural material, since wood as a natural material can undergo color changes, under the influence of UV rays, as a result of which it can become lighter or darker
- damage resulting from improper positioning of the product, for example: a table placed directly next to a radiator, fireplace, or other heating devices
- damage or deformation caused by directly placing very hot or very cold objects on the furniture, and as a result of cleaning the table with chemicals
- damage caused by prolonged contact with water
- damage resulting from the use of furniture in rooms in humidity lower than 45% and higher than 60% because at low humidity cracks and crevices can form, while at higher humidity warping and unevenness can occur
- damages caused during the transport of furniture performed on behalf of the customer by the shipping company
- defects and damage with which the customer became aware upon receipt of the product, and as a result of which the final price of the product was reduced
- damage to the product caused by natural wear and tear, e.g.: scratches, dents, etc.
- changes in the color tonality of the paint or oil coating, associated with its exposure to prolonged sunlight, water, tobacco smoke and the like
- sense of aesthetics, which is an individual matter of the recipient, and complaints on this account will not be considered valid

**Warranty rights are lost in the event of:**

- location and use of furniture contrary to its intended use
- damage to the product by covering a large area with materials such as glass, PVC, foil, stone, all of which prevent the natural process of wood breathing
- use of furniture in rooms with air humidity below 45% or above 60%
- flooding of the furniture with water or other liquid
- dirt
- findings of improper cleaning and maintenance
- finding that unauthorized persons have attempted modifications or repairs
- damages and defects caused by animals
- mechanical defects

**The following defects will not be considered:**

- changes that occur naturally, during the average use of the furniture, i.e. cracks
- properties resulting from the type of material used
- natural variations in the shade of wood
- visible core rays of wood which are part of the anatomical structure of wood
- slight darker coloration of the so-called false heartwood which is an anatomical element of the wood structure
- minor repair of defects in wood
- natural defects in the wood, resulting from the nature of the material used to make the furniture

## Essential features of TREBORD products

**Oiled**

- the oil penetrates deep into the wood, thus protecting the wood both inside and outside
- does not close the pores of the wood
- products are made of boards that may have natural differences in shade, i.e., also sapwood
- furniture may have different shades of oil finish - due to the grain of the wood
- leading edges absorb oil differently than flat surfaces - which can give the illusion that the edge is not finished
- oiled surfaces are sensitive to stains
- oiled surfaces may have microcracks formed after oscillating sanding of the product

### Lacquered

- surface protected on the outside of the wood
- harder and more durable protection than oil
- products are made of natural planks, which can have different shades, including the whiteness of wood
- surface sealed and resistant to liquids
- narrow painted edges may be rougher than a flat surface
- narrow edges, due to different porosity, can absorb varnish differently than flat surfaces and create different shades
- painted surfaces may have microcracks formed after oscillating sanding of the product

### Resinated

- products may have larger or smaller knots, cavities flooded with resin, the number of which is unlimited, without specifying the size of the knots, knots may also be on the product outlet
- products are made of natural planks, which can have different shades, including the whiteness of wood
- products may have cracks flooded with resin - without specifying their size
- the underside (bottom) of the furniture (possibly the back) have cavities filled with black putty; may have bumps
- possible cavities in the solidified resin formed after the processing of sanding the elements or during the execution of the varnish coating, are filled with black putty, which before painting the product is sanded to a smooth surface, the putty can also then occur in the micropores of the wood
- the resin is sanded with papers of various gradations, which may, however, leave oscillating microscratches
- products additionally brushed - cavities flooded with resin may have scratches after brushing

### Putty

- products may have larger or smaller cavities - healthy knots, which are filled with putty
- products are made of natural planks, which can have different shades, including the whiteness of wood
- products may have cracks that are filled with putty
- the undersides of the furniture (possibly the back) have cavities filled with black putty, may have irregularities
- any defects that occur after the final sanding of the elements, or during the execution of the varnish coating, are filled with putty, which can also then occur in the micropores of the wood

### Natural - no fillings

- products are made of natural planks, which can have different shades, including the whiteness of wood
- products may have larger or smaller defects - healthy knots that are cleaned and sanded
- products may have cracks, which are cleaned and sanded
- the left side of the furniture (possibly the back) may have bumps
  - TREBORD does not specify; it does not strictly define the amount of material, i.e. boards, used in the production of a particular piece of furniture.
  - As a manufacturer, we do not specify the number, size and location of knots on the product.
  - Products where the customer has chosen a resin fill will have a significant amount of cavities to make the resin material visible.

## Complaint Procedure

The condition for warranty repair is that the Customer must make a justified and in accordance with the following requirements complaint. Accordingly, the complaint should be submitted with the original proof of purchase no later than 7 days from the date of disclosure of the defect, unless the type of defect requires immediate notification.

If a defect is detected immediately after purchase, the Purchaser should, no later than within 7 working days, file a complaint directly with the manufacturer, i.e. TREBORD.

We accept complaints in writing and by email by sending photos along with a description of the defect.

The claim will be processed within 14 calendar days from the date of filing.

In the case of collection of the advertised product by TREBORD, the customer reporting the defect should pack, i.e., protect the advertised piece of furniture for transportation for repair in factory conditions.

A visit by TREBORD service technicians takes place only in justified; disputed cases of complaints. Its validity is decided by the Complaint Service Department of TREBORD.

Each piece of TREBORD brand furniture is personalized, i.e. made according to individual specifications and consumer needs. In accordance with para. 3 of Article 38 of the Consumer Rights Act, it is not returnable.

Please note that following our recommendations significantly extends the life of wood tables and reduces the risk of "natural woodworking" but does not exclude it completely. Due to the inability of the seller or contractor to control the climate during use, the warranty covers only the natural "work" of the wood. Dryness or moisture in the wood beyond the standards stated above cannot be the subject of a claim.

# Data protection, privacy policy

## We inform you that:

The controller of your personal data is Trebord Sp. z o.o. Sp.k., Borowo 78, 64-020 Czempień, NIP: 7773236932, REGON: 302672214; e-mail address: help@trebord.com, tel: (+48) 509 91 36 77 (hereinafter referred to as "Controller").

## Your data will be processed for:

- after-sales service, including complaint claims
- to prepare and respond to your inquiry sent via the quotation form, in particular to prepare a quote and send you an offer - due to the fact that the processing is necessary to take action at the request of the data subject prior to entering into a contract (Article 6(1)(b) GDPR)
- conduct direct marketing - on the basis of Article 6(1)(f) of the GDPR
- sending commercial information by electronic means in accordance with Article 10 Section 2 of the Act on Providing Services by Electronic Means of July 18, 2002 (i.e. Journal of Laws of 2019, item 123, as amended) - based on a separately granted consent
- Fulfillment of legal obligations incumbent on the Controller in connection with the conduct of business activities - on the basis of Article 6(1)(c) of the GDPR, i.e. due to the fact that the processing is necessary to fulfill a legal obligation incumbent on the Controller

## Personal data will be transferred to the following categories of recipients:

- suppliers of IT systems and services to the Controller
- to the accounting office providing the Controller's accounting services, as well as to entities providing consulting and legal services to the Controller
- marketing agencies and other entities providing services to the Controller necessary for the maintenance of the Site, ongoing contact with customers, etc.
- to public authorities, institutions or third parties entitled to request access to or receive personal data under applicable law

## Your personal data will be processed:

- for the period of correspondence initiated by an inquiry sent via the quotation form - until the expiration of 4 months after its completion
- until you withdraw your consent or object to the processing of your data (which will also occur as a result of the termination of the contract for the provision of electronic services) - in cases where your personal data is processed on the basis of a separate consent or on the basis listed in Article 6(1)(e) or (f) of the GDPR, including for direct marketing purposes

Your provision of personal data is voluntary, but required to prepare and respond to your inquiry sent via the quotation form, in particular to prepare a quote and send an offer, whereby failure to provide data will result in the Controller's inability to handle your inquiry.

The Controller does not process your personal data using automated decision-making tools, including profiling.

You have the right to request from the Controller access to your personal data, their rectification, deletion, restriction of processing of such data or their transfer.

You have the right to object to the processing of your data, as well as the right to withdraw your consent at any time, with the withdrawal of consent not affecting the legality of the processing carried out on the basis of consent before its withdrawal.

If you consider that the Controller's processing of your personal data violates the provisions of the GDPR, you have the right to lodge a complaint with the supervisory authority (i.e. the President of the Office for Personal Data Protection).