

Warranty Terms and Conditions

1. The product is under warranty for the stipulated period as mentioned in the warranty chart (effective from June 1, 2021 onwards).
2. Warranty period is valid from date of purchase of the product. Benefits of warranty can only be availed subject to verification of invoice and warranty card by HAFELE. Customers are therefore required to keep the original invoice and warranty card of product safely.
3. HAFELE's obligation under this warranty shall be limited to repair or providing replacement of defective parts/product only under the warranty period.
4. Warranty does not cover cost of labour, defects or damage caused by installer or user, or resulting from any other person careless or improper handling, modification of any type for any reason, improper installation, lack of proper routine maintenance or use of abrasive or improper cleaners.
5. HAFELE is not liable for any special or consequential damages due to defective product/component or part thereof.
6. HAFELE is not liable for any implied warranties other than those mentioned in the terms and conditions of the warranty.
7. This warranty automatically expires after completion of period mentioned in the warranty chart even if the product may not be in use for any time during the warranty period for any reason.
8. In the event of repair/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for unexpired period of warranty. Moreover, the time taken for repair/replacement in transit, whether under the warranty or otherwise, shall not be excluded from the warranty period.
9. HAFELE reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the product during the warranty period.
10. This Warranty does not apply to any kind of product that has been discontinued under any circumstances.
11. In case of any dispute, this warranty is subject to jurisdiction of Thai Courts only.

Product Type	Warranty period	Remarks
Stainless steel basket 304	Lifetime Warranty	Only rust
	1 Year	Only broken and damaged
Chrome plated steel basket	1 Year	Only rust, broken, and damaged
Furniture hinge (Except ECONO series)	25 Years	Only broken, damaged, and malfunction
Furniture hinge (ECONO series)	1 Year	Only broken, damaged, and malfunction
Drawer runner (Except E-TEC series)	25 Years	Only broken, damaged, and malfunction
Drawer runner E-TEC series	1 Year	Only broken, damaged, and malfunction
Free flap fitting (Except Free Family)	25 Years	Only broken, damaged, and malfunction
Free flap fitting: Free Family series	1 Year	Only broken, damaged, and malfunction
Sliding door fitting	10 Years	Only broken, damaged, and malfunction
Other furniture fitting products	1 Year	Only broken, damaged, and malfunction

Service Charges

Free 1 year service charge (only for manufacturing defect problems)