

HÅG Warranty Terms

General Terms and Conditions

Flokk's warranty applies to all chairs with regard to material and manufacturing defects from the production date of the chair. The warranty covers the necessary spare parts. Any call-out charges and labour costs will be invoiced. Normal wear and tear of the chair and upholstery is reasonably to be expected and is not covered by the warranty, nor is abnormal or improper use. Unless otherwise stated, the maximum user weight is 110 kg. To be eligible for warranty claims, the chair and upholstery must be properly maintained. The warranty does not cover wear and stains on light-coloured (white) metal or plastic parts, or on white textiles/leather.

10-Year Warranty on HÅG Chairs and Accessories

Flokk grants a 10-year warranty on HÅG chairs and accessories. The 10-year warranty applies to normal use of up to 9 hours per day in standard working environments. Please also refer to the general warranty terms and conditions.

24/7 – 5-Year Warranty

Flokk offers a 5-year warranty on HÅG chairs used for 24-hour applications and upholstered with fabric/leather from Flokk's Standard and Extended fabric ranges. Please also refer to the general warranty terms and conditions.

> 9 Hours per Day – 5-Year Warranty

Flokk offers a 5-year warranty on all HÅG chairs that, under normal use, are used for more than 9 hours per day. Please also refer to the general warranty terms and conditions.

Warranty for Spare Parts

Flokk ensures the availability of spare parts for a minimum of 10 years after the production date of the chair. The warranty applies to the parts required to maintain the original functionality of the chair.

Important

To ensure and protect the original functionality and design of HÅG products, the general HÅG warranty becomes void if non-original spare parts are used for repair or maintenance.

Note

Materials may vary in shade. For additional orders, even when using the same material—such as fabric, plastic, or metal—colour variations may occur compared to previous orders due to differences in painting or production processes.