

Silen warranty conditions

Valid from 01.01.2025

Warranty provider

Silen OÜ, registry code 14506938
Silen HQ address: Taevavärava tee 3, Lehmja, 75306 Harjumaa, Estonia
Contact in warranty issues: claims@silen.com

Duration of Warranty

The default Warranty period is 2 years.
The Warranty period may be extended to 5 years upon due fulfilment of all of the following extended warranty conditions with regard of the Product:

- 1) the assembly report is completed duly (e.g. on-time);
- 2) the maintenance is performed duly starting from the end of the second year of the start of the Warranty period and carried out by a maintenance team approved by Silen;
- 3) annual maintenance report is completed duly every year starting at the end of the second year of the start of the Warranty period.

Start of the Warranty period

The Warranty period commences from submitting the duly fulfilled assembly report of the product subject to Warranty (the "**Product**"), which can be accessed via a scannable QR code on each Product. Please note that the assembly report may be submitted during 3 months after dispatching the Product from Silen HQ (i.e. 3 months from the date of the Product's CMR).

Warranty conditions

Warranty will be valid only in case all following conditions are fully met at all times during the Warranty period:

- 1) each requirement of the General Guide is duly fulfilled;
- 2) the Product has not been subjected to damage, including during misuse or wrongful maintenance of the Product, relocation and reassembly of the Product;
- 3) the Product is not modified (including nothing has been added to the Product, there are no alterations or repairs) without the prior written approval of Silen;
- 4) the product has been properly assembled in accordance to the General Guide, which has been verified by submission of on-time assembly report;
- 5) the Product has been properly maintained in accordance to maintenance guidelines;
- 6) the Product has been properly used in accordance to its purpose and following the instructions given in the user guidelines;
- 7) the damage is not caused by natural disasters (e.g., earthquakes, floods, fire) or external factors beyond Silen's control (e.g., vandalism, theft, environmental damage)
- 8) the Product is not a custom-made;
- 9) the Product has not been relocated to a new region from the region to where Silen dispatched the Product.

Limitations of the Warranty

The warranty does not extend to components that are not rigidly attached to the pod (e.g. sofa), nor to floor covers' permanent or intermittent deformations, as that can be caused by the leveling glides of Silen products or the Product's natural wear and tear.



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Notifying of the Warranty event

To benefit from the Warranty during the applicable Warranty period a Warranty notice of defects has to be sent to Silen immediately from discovery of the defects using the form accessible from <https://claims.silen.com>. Only notices duly filled with accurate information will be considered and processed.

In case of detection of damage to any part of the Product, the damage must be documented with photo proof and reported to Silen prior to assembly of the Product through <https://claims.silen.com>.

Repairing the faulty Product under Warranty

Silen will repair (fix or replace) all defective details or Products, subject to Warranty, during reasonable time, but no later than within 60 days after reception of a properly fulfilled and delivered Warranty notice.

Silen will cover the labor costs related to the replacement of components/parts of the Product only if the costs and implementation plan have been approved by Silen prior to the works.

In case the Warranty works include shipment of replacement parts or Products by Silen, such parts and Products shall be delivered to the original order delivery address, unless otherwise agreed by Silen.

Governing law

Estonian law shall be the governing law of these Warranty terms (excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG)).