

Orthex™ 10 Year Guarantee Statement

Instructions for consumers

1. **The guarantor:** Oy Orthex Finland Ab, Immulantie 166, FI-08500 Lohja, Finland
2. **Products and geographical scope covered by the guarantee**
 - All Orthex™ products produced by Orthex Group that carry a label for the commercial guarantee of 10 years (EU Garan label) or a label with a symbol "10 year guarantee". The guarantee applies worldwide.
3. **What does the guarantee mean**
 - The product will stay functional for 10 years, fulfilling its original purpose in normal consumer use.
 - If a consumer buys a product that is faulty, s/he is entitled to get a refund in form of a new product free of charge.
 - The guarantee does not cover products which have been damaged as a result of normal wear or tear, e.g. faded colors due to exposure to sunlight, or scratches on the surfaces.
 - The guarantee does not apply when the products have been misused or subjected to carelessness (such as being dropped) or abnormal usage conditions.
4. **How to make a claim**
 - In the first instance, the recommendation is always to contact the retailer who sold the product.
 - To make a claim, the consumer must provide proof of the damaged product, together with an explanation of what has happened.
 - The consumer needs to present proof of purchase.
 - If the damage is refundable under the guarantee (point 3. above), the consumer will be refunded in form of a new product free of charge.
 - If the exact same product is not available anymore, for whatever reason, the consumer will get the closest equivalent available free of charge.
5. **The commercial guarantee does not in any way restrict consumers' statutory rights in the event of defects in the product**
6. **What to do if the matter is not resolved with the retailer of the goods**
 - In unclear situations, consumers are always free to contact Orthex directly.
 - To make a claim under the Orthex™ 10-year guarantee, or to enquire about the guarantee process, the consumers can contact our customer service at orders@orthexgroup.com (Finland) or order.exp@orthexgroup.com (other markets). After receiving the claim, Orthex will refund the consumer in form of a new product if the claim is deemed valid.