

## Warranty Terms & Conditions

Every Chatbox by Silen comes with a warranty of 2 years. The warranty period starts on the next day after your Chatbox by Silen has been delivered to you. The warranty is effective only when installation guidelines have been followed, when the product has been used as intended and when it has been maintained according to the handling instructions.

### What to do when something goes wrong?

To benefit from the warranty during the applicable warranty period, you need to notify Silen about the defects that have appeared within two weeks after their emergence. To do that, send a written claim to Silen, pointing out the following:

- the name of the defected product or detail
- a detailed description of the fault/defect
- a photo and a video of the fault/defect

You also need to add your sales receipt, delivery note or any other document that proves that you purchased the product.

Send your claim to your Chatbox by Silen sales representative or contact us at [chatbox@silenspace.com](mailto:chatbox@silenspace.com)

### How will it get fixed?

During the active warranty period, Silen will fix or replace all defective details or products as fast as possible, but not later than within 60 days after the written claim has been accepted by Silen.

Silen will not cover any labour costs related to the replacement of components/parts. The delivery of replacement parts (that are covered by the warranty) is subject to similar conditions that were in effect during the original delivery of the product.

### When is my warranty active?

In order to be covered by the warranty, you have to maintain your Chatbox by Silen at reasonable intervals, check the connections and tighten them when necessary. The warranty does not extend to the natural wear and tear that occurs as a result of intended use. The warranty does not extend to the permanent wear deformations that can be caused by the leveling glides of Chatbox by Silen pod on your floor cover.

#### **The warranty becomes invalid also in the following cases:**

- when details have been added to the Chatbox which have not been approved by Silen
- when the faults or defects have appeared due to wrongful maintenance, product's misuse, or during relocation of the assembled product
- when Chatbox by Silen has been subjected to mechanical damage

The replaced and fixed products are subject to the same terms and conditions as the new products are.

The warranty does not exclude or limit your right to use other remedies based on the law or on your contract.

**Your warranty provider is: SILEN OÜ, Tallinn, Estonia**

## 100-day risk-free trial period

We offer a 100-day risk-free trial period for the first product you purchase. If within the first 100 days since receiving the pod you come to a tough decision that Chatbox by Silen no longer serves its purpose in your office, let us know. You will get 100% refund and we will take care of the disassembly and return shipping. NB! Trial period applies only to the first purchased product.