

Silhouet-Tone Warranty

Providing quality products is a key priority for Silhouet-Tone. We are among the only companies in the industry to meet the international quality requirements for ISO 9001 and ISO 13485 certification. To maintain this status, we continually strive to improve our work methods and products. Whether it involves research into raw materials, the design or use of our devices or ensuring after-sales service, Silhouet-Tone is deeply committed to ensuring your satisfaction.

Furniture warranty

Our warranty covers all manufacturing defects relating to our metal or wood structures, for a period of five years. Vinyl upholstery and foam are guaranteed for three years against manufacturing defects. Fading or color changes and tears resulting from misuse or abuse are not covered under this warranty. All motors (electrical components, pneumatic and hydraulic systems, junction boxes) are covered by a two-year warranty.

Warranty for specialized devices and equipment

Our warranty covers all manufacturing defects for a period of two years or 4000 hours. Please refer to your instruction manual for warranty information regarding your accessories, as warranties may vary depending on the device or part.

Limitation

This warranty does not cover:

- Installation
- Damage incurred during delivery
- Charges for repairs resulting from improper voltage supply, damage or malfunction caused by misuse, abuse, accidents or unauthorized modification

Repairs must be performed exclusively by Silhouet-Tone. Any repairs made or any replacement part provided under this warranty will not extend the duration of the original warranty period.

Silhouet-Tone Verified and Certified Equipment Warranty



Our *Silhouet-Tone Verified and Certified* equipment program was created to give buyers looking for more affordable options, an opportunity to purchase Silhouet-Tone equipment with total peace of mind. *Under this program, each piece of equipment is thoroughly inspected at the factory then certified. Each device or piece of equipment sold under this program therefore benefits from the same warranty as any new product.*