

Warranty terms

5-year warranty on all BoConcept products
The warranty provided by BoConcept A/S, Fabriksvej 4, 6870 Ølgod, Denmark ("BoConcept") is valid according to the terms and conditions set out in these warranty terms and is a very special extra service we offer in addition to the statutory warranty. The warranty therefore does not affect your mandatory rights under applicable law.

What is covered by the warranty?
The warranty covers material and workmanship defects on all products from our entire collection, ensuring that defects are corrected, or the product is replaced within the warranty period.

How long does the warranty last?
The warranty covers products purchased after 1 January 2021. The warranty is valid for 5 years from the date of delivery.

How can I make a warranty claim?
Warranty claims must be made directly with BoConcept, within a reasonable time after the defect has been discovered and in any case before the end of the warranty period. You must be able to document where and when the product was purchased and/or delivered, by presenting a receipt. You may also be asked to present relevant documentation of the defect in the form of photographs or similar, or to return the product for further investigation of the defect.

What is not covered by the warranty?
- General wear and tear, cut marks, scratches or other damage caused by improper use, accidents, knocks or external damage and discolouration caused by improper use or handling;
- Damage and discolouration caused by lack of or incorrect care/maintenance in accordance with BoConcept care instructions;
- Products that have been stored, mounted or used improperly, misused or altered, and products that have been exposed to high temperature fluctuations, placed in direct sunlight, or in an environment for which the product is not suitable, for example outdoors or in a damp environment such as a bathroom.

What do we do to correct the defect?
When you file a complaint about a defect, BoConcept will examine the case and, at its own discretion, assess whether it is covered by the warranty. We will then decide whether the defect can be rectified, or the product is to be replaced. BoConcept reserve the right to decide which action to take if the claim is covered under warranty and will cover the costs for replacement or repair of the affected part(s). If the product has been discontinued from the collection, BoConcept will decide upon a suitable replacement product.

If the defect can be rectified, it will be done by BoConcept or by a BoConcept-selected partner and with the necessary means. This will correct the defect without a further possibility of price reduction or other compensation.