

Warranty per product

PRODUCT	PERIOD	TERMS
J-trac curtain rails, including end caps (al)*****	Lifetime warranty	Applies to normal use. Full warranty against manufacturing defects.
J-trac runners***	5 Years	Applies to normal use. Full warranty against manufacturing defects.
J-trac hanger system: rail, end caps*****	Lifetime warranty	Applies to normal use. Full warranty against manufacturing defects.
J-trac hanger system: disc and hangers (Light***, Robust***, Light - paper)	5 Years	Polyurethane disc, PU foam hanger and PUR hanger. Full warranty against manufacturing defects.
Toilet paper holder***	5 Years	Applies to normal use. Full warranty against manufacturing defects.
Shower shelf***	5 Years	Applies to normal use. Full warranty against manufacturing defects.
Bathroom shelf**** + two glasses*	5 Years	Applies to normal use. Full warranty against manufacturing defects. PC-glasses* are "reusable"**, therefore no warranty is applicable.
Hook, Hook Max5***	5 Years	Applies to normal use. Full warranty against manufacturing defects.
Board with hooks, Board with hooks Max5 *****/***	5 Years	Applies to normal use. Full warranty against manufacturing defects.
Bathroom mirror (HPL **** / PC*)	5 Years / Limited	Applies to normal use. Full warranty against manufacturing defects. *PC-Polycarbonate mirror limited warranty.
Mirror Birch (Plywood *****/ PC*)	5 Years / Limited	Applies to normal use. Full warranty against manufacturing defects. *PC-Polycarbonate mirror limited warranty.
Whiteboard*/ ****	5 Years/ Limited	Applies to normal use. Full warranty against manufacturing defects. *White board limited warranty.
Sound absorbent panel*****	5 Years	Applies to normal use. Full warranty against manufacturing defects.
HSI fixed furniture*****	2 Years	Applies to normal use. Full warranty against manufacturing defects. The warranty also covers errors in the installation process on site in cases where Healsafe Interior's contracted installer have installed the products.
Paper towel holder LW, * Paper towel holder LW, covered* Waste bin* Sanitary bin* Toilet brush***	5 Years / 1 year against manufacturing defects	Wall bracket 5 Years. Applies to normal use. Full warranty against manufacturing defects. "Reusable"** products, PP-plastic* sheet material, have a limited life span by their design and choice of risk-reducing material, therefore no warranty is applicable.
Utensils*: Plates*, Cutlery*, Glasses*, Coffee mug*	1 Year / 1 year against manufacturing defects	The products are to be seen as "reusable"*. They have a limited life span through their design and choice of risk-reducing material, therefore no warranty is applicable.
Hygiene Products*	1 Year	1 year against manufacturing defects.
HSI Soft furniture *****, HSI Matresses *****, HSI Cushions *****	2 Years	Applies to normal use. Full warranty against manufacturing defects.
Furniture textiles *****	2 Years	Applies to normal use. Full warranty against manufacturing defects.
Curtains*****: Curtain Dimout, Curtain Acoustic, Curtain Air	2 Years	Applies to normal use. Full warranty against manufacturing defects.
Cigarette lighters	1 Year	1 year against manufacturing defects.

Please read our disclaimer: <https://healsafeinterior.com/disclaimer/>

Please note:

Detailed specifications of the terms and conditions of the warranty can be further specified per product on request, the warranty counts from the delivery date of the product.

/* Certain materials, mainly plastics, are highly sensitive to: aging, UV radiation, humidity, temperature, drastic change of temperature and/or humidity. "Reusable" plastic products are aimed to have a longer life span than ordinary disposable products. Dishwasher and microwave use is accepted, as well as mild detergents. However, we cannot guarantee maximum dishwasher cycles, microwave wattage, freezer or oven settings, since all machines operate differently. Plastics deform and regain form in different extents. Strong detergents, sudden changes in temperature and/or moisture, impact through force or careless handling will affect the product's life span. Strong pigments and oil e.g. from food can leave stains. Reusable" plastic products do lose their strength/properties with time and shall continuously be overseen to not create risk, e.g. becoming brittle, due to above given circumstances and handling.

***All** polycarbonate mirrors may with extended time acquire micro-cracks or a slight yellow tone. Minor point defects and micro-scratches (specified warranty limitations) occur inevitably in new products due to production technique. However, HealSafe's frame and construction is specifically designed to minimize polycarbonate mirror's sensitivity and aging. Our polycarbonate mirrors are unbreakable and scratch resistant, nevertheless, "scratch resistant" means that the mirror is coated with a harder material that resists scratches, but is not "scratch-proof".

*******Also products which are manufactured in specially selected durable plastics, e.g. PU or POM, may be affected by extreme UV radiation, humidity, temperature, drastic change of temperature and/or humidity, however, not within normal indoor conditions, including bathroom environments. However, aging occurs with all plastics, the durable plastics chosen by HealSafe Interior have properties where the aging process is, within normal conditions, very slow compared to many other plastics.

********Wood, Plywood, MDF, Chipboard and High Pressure Laminate (HPL) are all cellulose based materials. As such they expand and contract depending primarily on humidity especially rapid or slow change of humidity. However, HPL is an extremely stable material and very suitable for bathrooms, which the other materials are not. Wood, Plywood, MDF and Chipboard shall be used in normal indoor climate. A new piece of wooden furniture in solid wood shall be stored with its wrapping in the "new" indoor climate for a length of at least a week and not be placed close to a radiator until another week. After that period of time the wood has adjusted its humidity to the surrounding humidity and rapid expansion or contraction should be eliminated. Rapid expansion or contraction may create cracks or joints that open. Solid wood and plywood surfaces are not as hard as laminate therefore scratches, dents or damage, e.g. by a utensil, by force can easily be done. All wood and plywood surfaces (if not inside an upholstered piece of furniture) are treated with lacquer which protects the surface, makes it semi-scratch resistant, partly water resistant, mild detergents (alcohol can be used as well, though it depends on the lacquer and shall be requested by the customer), some lacquers are fire resistant. All cellulose based materials burn; however, various tests shows that the process to set fire to e.g. solid wood, MDF, Plywood or HPL is a challenging and slow process. There are ways to add fire retardant chemicals to wood, however, it is not an advisable process for a full piece of furniture. Nevertheless, to be extra cautions in certain environments is recommended.

*********Metals are in general hard and can be put through hardening processes. Extruded Aluminium (al) is put through such a hardening process. Metal surfaces are usually coated or treated to withstand corrosion or impact. Powder coating gives a smooth and protective surface and is advisable in challenging environments. Stainless Steel and Galvanized Steel is resistant to corrosion, however, neither are corrosion proof and all metals expand or contract, due to temperature, however, materials movement or corrosion should be an issue indoors that should create any material deterioration.

*********Textiles/Fabrics/Foams are produced in a very broad range of tear-resistant, abrasive resistant, and fire-retardant qualities. Depending on environment where the Textile/Fabric/Foam is used there are different standards. HealSafe Interior provides and recommends the most durable and fire-retardant Textiles/Fabrics/Foams on the market to answer to risk assessment and standards.

The warranty does not cover any claims for loss or damage, abnormal wear and tear, damage by abuse or improper use. HealSafe Interior will always strive to understand and meet a customer's claim in an accommodating and constructive way.

Please read our disclaimer: <https://healsafeinterior.com/disclaimer/>