vitra.

Warranty Terms for Vitra Product Warranty

1. Guarantor, Products and Warranty Period, Requirement of Registration

a) Guarantor

Vitra grants end-customers for products produced by Vitra which are (i) sold under the Vitra brand outside the United States of America and Canada[1] after 1 January 2024 and (ii) listed in Clause 1b) below ("**Products**") a limited manufacturer warranty based on and subject to these Warranty Terms ("**Vitra Product Warranty**"):

b) Products and Warranty Period

The Vitra Product Warranty is granted for the following end customers/applications and Products for the indicated periods of time starting as of the date of purchase ("**Warranty Period**")

Products	Warranty Period	End-Customers/Application
Eames Aluminium Group **Eames Soft Pad Group**	**Thirty (30) years as of date of purchase**	**Private and business end-customers** **Private and business use**
Vitra Products listed below	**Ten (10) years as of date of purchase**	**Private end-customers** **Private use**
Lounge Chairs Amoebe Bascule Cité Citizen Coconut Chair Cone Chair & Stool Eames Lounge Chair East River Chair Fauteuil de Salon Fauteuil Direction Grand Relax HAL Lounge Chair Heart Cone Chair Petit Repos Plywood Group Repos & Grand Repos Slow Chair ***Tables*** Belleville Table Bistro Table Bistro Table Stand-Up Compas Direction Courier Eames Contract Tables Eames Segmented Tables Dining EDU Desk EM Table Guéridon Home Desk	***Chairs*** .03 .04 .05 AC 5 Studio/ Meet All Plastic Chair Belleville Chair Chaise Tout Bois Eames Fiberglass Chairs Eames Plastic Chairs (RE) EVO-C HAL (RE) ID Visitor Landi Stuhl Lobby Chair MedaSlim Mikado Moca Organic Chair Panton Classic Panton Junior Panton PP Softshell Chair Softshell Side Chair Standard Chair Standard SP Stool-Tool Tip Ton (RE) Unix Chair Wire Chair	***Task Chairs*** AC 5 Work ACX Allstar AM Chair Fauteuil Direction Pivotant Grand Executive ID Chair Mynt Physix Rookie ***Sofas*** Abalon Alcove Family Anagram Sofa Anagram Club Freeform Sofa Grand Sofà Mariposa Club Mariposa Sofa Polder Sofa Slow Sofa Soft Modular Sofa Suita Club Sofa Suita Sofa ***Storage*** ESU

[1] Vitra Inc. provides the warranty set forth at www.vitra.com/en-us/warranty in the United States of America and Canada.

Noguchi Dining Table Plate Dining Table Super Fold Table Table S.A.M. Bois Trapèze Tyde 2 Home Desk ***Side Tables*** Eames Coffee Table Elliptical Table Flower Table Guéridon Bas LTR Table Metal Side Table NesTable Noguchi Coffee Table Occasional Low Tables Plate Table Prismatic Table Wooden Side Table	***Stools & Benches*** Butterfly Stool Chap Cork Family Eames Stools Elephant Stool Nelson Bench Tabouret 307 Tabouret Haut Tabouret Métallique Tabouret Bois Visiona Stool	***Special Editions*** Eames Lounge Chair „Special Edition 2023" Organic Chair „Eames Special Edition 2023" Eames Fiberglass Side Chair turquoise Panton Chair „Sabine Marcelis Edition" Visiona Stool „Sabine Marcelis Edition" Eames Fiberglass Side Chair „La Fonda" Antony „Limited Editions 2025 & 2026" Panton Chair „Limited Edition 2026"
Excluded from the Vitra Product Warranty are in particular seating- and table-systems as well as other furniture systems, accessories, clocks, lighting, sculptures (La Chaise, Living Tower, Wiggle Side Chair, Wiggle Stool), custom-made products and special editions, unless they are explicitly listed above.		

The Warranty Period for pneumatic cylinders, casters, sliders, fitting parts, mechanical systems for height or tilt adjustment, motors and electronic components is limited to two (2) years. If Products which are – according to Vitra – suitable for temporary outdoor use, are regularly used outdoors, their Warranty Period is reduced to two (2) years.[2]

Exhibit items, products purchased at Factory Sales and products purchased at Vitra Circle Stores are excluded from the Vitra Product Warranty.

c) Requirement of Registration

The Vitra Product Warranty is granted subject to registration of the respective Product on www.vitra.com within six (6) months as of the date of purchase of the Product. Registration requires the original invoice and individual Product information as issued by Vitra or its authorized dealers or retailers (see www.vitra.com/warranty for further information regarding the registration process).

2. Content of the Warranty, Exclusions

a) Content of the Warranty

Subject to the below exclusions, Vitra warrants that the Products are free from defects in material and workmanship for the Warranty Period indicated above.

If, within the Warranty Period indicated above, any Product proves to be defective, Vitra will, at its own discretion, either repair or replace the affected Product or Product part free of charge. Vitra is entitled to replace the affected Product with a Product comparable in function, performance and quality if the affected Product has been discontinued. Instead of repair or replacement Vitra has the right, at its sole discretion, to grant a refund or price reduction for the affected Product which is calculated based on the pro-rated time value of the affected Product.

[2] There is no reduction of the Warranty Period for Products which are – according to Vitra – suitable for outdoor use without restrictions.

Replaced Products or Product parts shall become the property of Vitra. Delivery of a replacement Product or repair of a Product does not result in a renewal or extension of the applicable Warranty Period.

The remedies as per these Warranty Terms are the sole and exclusive remedies granted by Vitra and, thus, Vitra shall have no further liability for any breach of the Vitra Product Warranty.

b) Exclusions

This Vitra Product Warranty does not apply to damage, failure, loss or any other Product properties resulting from any of the following:

- improper use or incorrect handling or modification of the Products (e.g. treatment with unsuitable chemical agents);
- non-compliance with Vitra's instructions for use, maintenance or care;
- exposure to unsuitable environmental conditions (climate, humidity, chemicals, proximity to the sea) and/or fading as a result of direct sunlight;
- maintenance, repair, handling and/or any other interventions by unauthorized persons;
- normal wear and tear (e.g. of felt glides), including any wear and tear as a result of insufficient care or non-compliance with maintenance or care instructions;
- usual loss of volume of soft upholstered products and minor deformation of tabletops caused by environmental conditions;
- the use of sharp objects (e.g. writing tools) on the surface of the Products;
- the use of Products outside the private domain (except Eames Aluminium Group and Eames Soft Pad Group); and/or
- the use of customer owned materials (COM) or other non-standard cover materials or customer-supplied items.

Neither any of the above events nor any case of variations naturally occurring in wood grain, leather, stone and other natural materials, surface pilling of textiles, discoloration of textiles and surface materials, formation of wrinkles on leather and textiles as well as minor variations to cuttings, samples, or swatch cards constitute a defect in material and/or workmanship under the Vitra Product Warranty or any applicable statutory warranty provisions.

3. Statutory Warranty Rights remain unaffected

This Vitra Product Warranty is granted in addition to any other legal claims or remedies that a customer may be entitled to assert on other legal grounds against Vitra or its authorized dealers or retailers. In particular, customers are entitled to statutory rights in the event of Product defects, the exercise of which is free of charge, and which are not affected by this Vitra Product Warranty.

Version: 9 September 2026