



WARRANTY TERMS

12-year warranty on all designs from BOLIA for MyBOLIA members

At BOLIA, our most important task is to develop beautiful designs made from natural materials and handmade by professionals to a quality that lasts. That is why we offer a 12-year warranty on our designs for MyBOLIA members – although we naturally expect them to last even longer. Our warranty applies in accordance with the terms and conditions set out in these warranty terms and is a special additional service that we offer in addition to the statutory warranty under applicable law. The warranty applies to purchases made on or after 17 August 2026, provided the purchase satisfies these terms.

What does the warranty cover?

The warranty covers defects in materials and workmanship on all designs across our entire collection and ensures that any damage is repaired, or the product is replaced, within the warranty period.

How long does the warranty last?

The warranty applies for 12 years from the date you receive your design. You must be a MyBOLIA member at the time of purchase in order to claim the extended warranty. If you are not a member at the time of purchase, only the statutory warranty rights apply. Terminating your MyBOLIA membership after the time of purchase does not cause the 12-year warranty to lapse. The warranty can be claimed at the place of your original purchase. To claim the warranty, you must be able to document where and when the product was purchased or delivered by presenting a receipt together with the applicable warranty terms. To be covered by the warranty, any enquiries regarding product defects and faults must be reported to BOLIA within a reasonable time after the defect is first discovered.

What is not covered by the warranty?

- Normal wear and tear, cut marks, scratches or other damage caused by improper use, accidents, impacts or external damage, as well as discolouration caused by improper use or treatment.
- Damage and discolouration caused by a lack of, or incorrect, care/maintenance in accordance with BOLIA's care instructions.
- Products that have been stored, assembled or used incorrectly, misused or altered, as well as products that have been exposed to significant temperature fluctuations, placed in direct sunlight, or kept in an environment for which the product is not suited, e.g. outdoors or in a bathroom.
- No warranty is offered on a replacement product where the warranty has already been used. This means that replacing an item will invalidate the warranty, and the new item will not be given a 12-year warranty. It will instead be covered by the ordinary statutory warranty rights under applicable law.
- Products from the Outlet (including items from Stock Sale and showroom models) are not covered by the 12-year warranty. Only the statutory warranty rights under applicable law apply to these products.

What do we do to remedy the defect?

When you report a defect, BOLIA will investigate and assess whether it is covered by the warranty. BOLIA will then decide whether the defect can be repaired or whether the product must be replaced. BOLIA covers the costs of replacing or repairing the affected part(s), as well as any shipping costs to the country to which the original product was delivered. If the product has been discontinued, BOLIA will assess and decide on a suitable replacement product. If the defect can be remedied, this will be carried out by BOLIA or a partner selected by BOLIA, using the necessary means. The defect will be remedied without any further right to a price reduction or other compensation.



BOLIA

Tailoring Your Dreams