

grado 10 YEARS WARRANTY

grado 10 years period warranty begins on the issue date of commercial invoice and ends on the expiration of the time period identified below. In addition, the warranty period will automatically terminate at the time that the end-user purchaser ceases to solely own, possess, control and use the products.

1 year

- Solid wood products regarding aesthetics, surface treatments with water and oil-based paints, tabletops, armrests, wooden legs, bed frames, and slats.
- Solid wood veneer (appearance, surface treatment with water-based and oil-based paint coating, tabletop, armrest board, wooden legs).
- Plastic Furniture: Discoloration and fading of components such as legs, armrests, and backing.
- Bamboo, Rattan, and Rope Furniture: Issues such as mold, discoloration, fading, and material deformation.
- Glass Products: Breakage, mold, and discoloration of glass items. Mirror Products: Oxidation and discoloration.
- Stone Furniture: Discoloration, fading, and cracking.
- Decorative Panel Furniture: Discoloration, fading of tabletops, armrests, and edge banding.
- Bentwood Furniture: Tabletops, seating surfaces, back panels, and legs.
- Lounge Sofas: Issues related to internal EPS eco-friendly particles.
- Electrical Components: Electric mechanisms, motors, remote controls, wireless charging units, LED strips, and power strips.
- Simple Functional Iron Frames: Functional integrity, discoloration, and smooth operation.
- Promotional and Custom Products: Overall quality adjustments in style, dimensions, and functions.
- Foot Pads: Discoloration, fading, cracking, and slipping.
- Surface Treatments: Spraying (including tin plating for six months, titanium plating for six months, water and oil-based paints, baked finishes, and powder coating), discoloration and fading of resin components, and wear of leather and fabrics.

Please refer to the current price list for products available in different regions. Any misuse, damage, abuse or modification to the original product voids the warranty. grado does not warrant the performance of the product when used in combination with other than original grado product. grado does not warrant: natural variations in wood marks, changes in surface finishes including colorfastness due to aging, exposure to light or direct sunlight, marks, scars, or wrinkles occurring naturally in leather or rock, colorfastness or the matching of colors of textiles or surface finishes, including an exact match to cuttings, samples, or swatch cards, products that made of customer offered material, products that are exposed to extreme environmental conditions or improper storage.

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2 year

- Height - adjustable table legs
- PP chair surfaces and easy - wear components
- Hinges
- Spare parts
- Casters
- Locking mechanisms
- Rails
- Casters
- Rotating bases
- Screw and nut accessories

5 year

- Metal surfaces
- Adjustable components (headrests, lumbar supports, gas lift pistons, 2D & 3D armrests)
- Metal armrest surfaces
- Foam

10 year

- Integral structure of the sofa (Metal table frames, Metal leg frames).

During the applicable warranty period, grado will repair or replace (at its option) any product, part, or component which fails under normal use as a result of a defect in material or workmanship with a comparable product, part, or component covered by this warranty and sold within the effective date of this warranty. Any product, part or component must have been used according to grado's instructions and installed and maintained by a grado trained technician or an authorized grado dealer installer.



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