

SALES, DELIVERY, PAYMENT AND WARRANTY TERMS OF STIGTER TUIN- & SERREMEUBELN LANSINGERLAND B.V.*(revised August 2026)*

The general sales, delivery and payment terms of the Vakcentrum, filed with the Chamber of Commerce in The Hague, apply. In addition, the terms below apply. If these terms conflict with the “Vakcentrum Terms”, the terms below shall prevail. Consumers’ statutory rights remain fully applicable. These terms apply to sales by Stigter Tuin- & Serremeubelen Lansingerland B.V. in the Netherlands and are governed by Dutch law, insofar as permitted by applicable mandatory consumer law.

Additional Sales, Delivery and Payment Terms of Stigter Tuin- & Serremeubelen Lansingerland B.V. Hereinafter referred to as Stigter.

1. Stigter retains ownership of products and/or services until full payment has been received.
2. Stigter reserves the right to deliver only after full payment has been received.
3. Stigter reserves the right to make changes to prices, texts and images and to correct obvious errors.
4. Promotional offers are valid while stocks last, unless otherwise stated.
5. For distance purchases or purchases made outside the sales premises, consumers have a statutory 14-day right of withdrawal. For purchases made in our physical store, a voluntary 14-day exchange and return period applies, subject to presentation of the original proof of purchase and provided that the product is in its original condition and packaging.
6. Stigter reserves the right to charge a delivery fee for orders below €300 or for journeys exceeding 40 km. Any applicable costs will be communicated in advance.
7. Stigter reserves the right to request a deposit of up to 25% of the order value.
8. Stigter reserves the right to charge a reasonable fee in the event of cancellation by the purchaser, insofar as legally permitted. This may include costs already incurred, specially ordered products and other demonstrable costs that cannot be avoided as a result of the cancellation.
9. Any amendments to or deviations from these terms are valid only if agreed in writing.

Warranty Terms of Stigter Tuin- & Serremeubelen Lansingerland B.V.

The warranty periods stated below are additional commercial and/or manufacturer warranties and never limit the statutory rights of consumers.

1. The commercial warranty period starts on the date of purchase. For replacement products and/or parts, the original purchase date remains decisive.
2. Stigter determines whether a defect falls within the scope of the commercial warranty.
3. For service, collection and delivery trips outside a statutory warranty claim, a fee may be charged. Any applicable costs will be communicated in advance.
4. Repairs outside the commercial warranty period may be carried out at cost price. The customer will be informed in advance.
5. If parts or products are no longer available during the commercial warranty period, Stigter may offer a suitable alternative. The depreciation schedule below may be applied.

Depreciation: year of use 1 / 2 / 3 / 4 / 5 = 20% / 40% / 60% / 80% / 100%.

This depreciation schedule applies exclusively to the additional commercial warranty and not to statutory warranty claims. In the case of a statutory warranty claim, each case will be assessed based on what the consumer could reasonably expect from the product.

Garden Furniture Warranty

Hospitality / sports associations: 1 year on construction and material defects.

Personal warranty: Product warranties are personal and non-transferable.

Aluminium / Stainless Steel. Tierra Outdoor, Higold, Hartman: 3 years on material and construction defects. Hamilton Bay, Kettler, Océo and other brands: 2 years on material and construction defects.

- Gas springs should be lubricated annually.

Protective Covers. Hurricane, Aerocover: 1 year on weaving defects and loose seams. Damage caused by wind or storms is excluded from the commercial warranty.

- When covering tables, ensure that there is sufficient space between the tabletop and the cover, for example by placing a small object on the tabletop.
- The recommended use of a cover varies depending on the material.

Synthetic Wicker / Wicker and Rope. Tierra Outdoor: 3 years on material and construction defects, excluding damage caused by use. Hamilton Bay: 2 years on material, construction and other manufacturing defects, excluding loosening of the wicker strands.

- Colour variations, structural variations and loose ends of strands may occur.
- Gas springs should be lubricated annually.

Plastic / Polywood. Hartman, Nardi, Kettler and other brands: 2 years on material and construction defects.

- Use coasters and suitable maintenance products.

Expanded Metal. 2 years on construction defects.

- Surface rust and condensation in hollow frames may occur.

Natural Stone / Dekton / Ceramic Stone. 2-year commercial warranty on breakage under normal use; bases are covered for 2 years against connection and material defects.

- Delivery is only possible to locations that are easily accessible and without differences in height. The use of protective covers is not recommended.

Teak Wood. Hartman, Hamilton Bay, Tierra Outdoor and other brands: 2 years on material and construction defects. Shrinkage and hairline cracks are characteristic of wood.

- Follow the recommended maintenance instructions.
- The fittings of wooden products should be regularly tightened by hand to maintain the quality of the product.
- Due to the natural movement of wood, shrinkage, hairline cracks and discolouration may occur; these are characteristic of the material.
- Untreated wood is susceptible to stains and cracking and should therefore be protected with teak cleaner, teak protector and teak oil or sealer.
- With recycled teak, cracking and the use of filler pieces in the wood are common and contribute to the unique appearance of the product.

Parasols / Textiles. Platinum, Hartman, Tierra Outdoor and other brands: 2 years on construction, manufacturing and weaving defects and loose seams. Normal UV discolouration and normal wear are excluded from the commercial warranty.

- No warranty applies to discolouration caused by sunlight or wear of fabric/filling through use.
- When not in use, preferably cover the parasol to reduce discolouration and unnecessary exposure to weather conditions.
- Close the parasol in the event of rising wind or gusts.
- Do not leave parasols unattended while open.
- Check the fittings regularly and tighten them if necessary.
- The rotating mechanism/bearing of free-arm parasols should be lubricated annually to ensure proper operation.

Maintenance

Always follow the supplied maintenance instructions. Maintenance advice is also available on our website under “Maintenance”.

Statutory Warranty

Commercial and/or manufacturer warranties never replace or limit consumers’ statutory rights. A product must meet the characteristics that a consumer may reasonably expect from it under normal use. The statutory warranty is separate from and is not limited by the stated commercial warranty periods.

More information about statutory warranty: europa.eu/youreurope/guarantees/