

FAQ – Artek Lifetime Warranty Stool 60, E60 and NE60

- **What is covered under the Lifetime Warranty?**

Artek warrants that your new Stool 60, E60 or NE60 will be free from defects in material and workmanship for 50 years from the date of first purchase. This undertaking refers specifically to the structural soundness of the stool's wooden components. Upholstery, screws and glides are not covered by the Lifetime Warranty.

- **Does the Lifetime Warranty cover surface alterations such as scratches and stains?**

The Stool 60, E60 and NE60 are made of natural materials such as birch wood and linoleum. These materials age gracefully and will show traces of wear and tear over time, rendering the stool more and more beautiful the longer it is in use. Changes in the surfaces of these natural materials are therefore to be expected and are not considered a defect. Also, if you have opted for a stool made of wild birch, it will have natural features such as tree knots or darker spots, which add to the beauty of the products and do not fall under the warranty.

- **Where can I find Artek's instructions for maintenance and care?**

The Care and Maintenance Guide on [artek.fi](https://www.artek.fi) offers guidance on taking good care of your Artek product and making it last for a lifetime.

- **How do I determine the age of my stool?**

To determine the exact age of your stool, check the white production sticker located on the underside of its seat, which indicates the week of its production.

- **Can I transfer the Lifetime Warranty if I sell my stool?**

The Lifetime Warranty applies to any new Stool 60 bought from 1 January 2023 and Stool E60 or NE60 bought from 1 January 2024 for 50 years after this first purchase. The warranty is therefore transferred with the stool to a second buyer, but the warranty period applies from the initial purchase. Please note that proof of this first purchase must be submitted with any warranty claim, so you need to make sure to hand the relevant proof of purchase to any future buyer.

- **I have just bought a new stool, but it has a production sticker that indicates it was made before 2023. Is it covered by the Lifetime Warranty?**

All new Stool 60 purchased after 1 January 2023 and new Stool E60 or NE60 bought after 1 January 2024 come with a Lifetime Warranty, regardless of the production date. Please keep your proof of purchase.

- **Does the Lifetime Warranty apply to worn-out upholstery?**

The Lifetime Warranty applies solely to the wooden components of your Stool 60, E60 or NE60. Upholstery materials such as fabric, leather and foam paddings are not covered.

- **I had my stool modified at a workshop that was not an authorised Artek partner. Is it still covered by the Lifetime Warranty?**

The production of Stool 60, E60 and NE60 requires specific workmanship and know-how, as does any potential alteration. These capabilities have been acquired by Artek's own factory and our authorised partners over many decades. The Lifetime Warranty does not apply to any modifications made by external parties.

- **How can I store my stool to prevent any damage from humidity, heat or sunlight?**

Birch and other types of wood are organic materials that react to atmospheric humidity. This can cause swelling or shrinking, and may slightly change the form and dimensions of an item over time. Exposure to direct sunlight can also have a bleaching effect on any surface, and therefore may modify the colour of your stool. We strongly advise you to keep your stool indoors, away from any direct heat source, out of direct sunlight, and in an environment without excess humidity.

- **Do I need to register my Stool 60, E60 or NE60 to benefit from the Lifetime Warranty?**

Registration is not needed to benefit from the Lifetime Warranty. If you encounter a problem and wish to submit a claim under the warranty, please contact Artek directly via the contact form. Please provide your contact details, along with your

proof of purchase, photographs of your Stool 60, E60 or NE60 and the defective part, and also photographs of the production and brand stickers that are located on the underside of its seat.

- **How do I find out if my Stool 60, E60 or NE60 is covered by the Lifetime Warranty?**

Please keep your proof of purchase. Any new Stool 60 purchased after 1 January 2023 and new Stool E60 or NE60 bought after 1 January 2024 is covered by the Lifetime Warranty.

- **How do I submit a Lifetime Warranty claim?**

To submit a claim under the Lifetime Warranty, the easiest way is to contact Artek directly via the contact form. Alternatively, please contact an authorised Artek dealer to help you make a claim.

- **Where do I find the production and brand stickers that are required for a claim request?**

Product labels on the Stool 60, E60 and NE60 have evolved over the decades. Each new Stool 60, E60 and NE60 produced as of 2023 comes with at least two labels that can be found on the underside of the seat: a centrally placed brand sticker and a white, rectangular production sticker that states the production date.

- **Will I get a new stool?**

If a stool proves to be defective, Artek will, at its own discretion, repair or replace either the affected product part, or the entire product, with a view to minimising any environmental impact.

- **What happens if the version of stool for which I am submitting a claim is no longer sold by Artek?**

The surface treatments and colours of the Stool 60, E60 and NE60 change on a regular basis. If a product or product part covered by the Lifetime Warranty is defective, but its specific surface treatment or colour is no longer available, we will repair or replace it with a similar product or product part that is currently in production.

- **Why is the lifetime defined as 50 years?**

The Stools have been in continuous production since 1933, and many of these stools have been in regular use for 50 years or more. This is also the minimum age of the Finnish birch trees that are used for the production of the stools. Artek therefore warrants that your new stool is free from defects in material and workmanship for 50 years after the date of purchase.

- **Why is there a Lifetime Warranty only for Stool 60, E60 and NE60? What about other Artek products?**

All Artek products are made to last for generations. The Stool 60, E60 and NE60 are possibly Artek's most beloved products. In continuous production for nine decades, the stools have proven their long-term durability. On the occasion of its ninetieth anniversary, Artek decided to offer this Lifetime Warranty as a birthday gift to all private customers of a new Stool 60 purchased after 1 January 2023. The Lifetime Warranty has then been extended to any new Stool E60 or NE60 purchased after 1 January 2024. This is a start, and other Artek products may follow. Implementing product-specific warranties takes time. Thank you for bearing with us.

- **I have purchased a vintage Stool 60, E60 or NE60, is it covered by the Lifetime Warranty?**

Many Stools have been in regular use for 50 years or more, and we are certain your vintage stool will keep you good company for many years to come. However, the Lifetime Warranty is only extended to a new Stool 60 purchased after 1 January 2023 and new Stool E60 and NE60 bought after 1 January 2024. In the future, should you buy a used stool that was purchased as a new product after 1 January 2023, it will – under the condition that proof of that initial purchase is available – continue to be covered by the Lifetime Warranty.

- **Why is the Lifetime Warranty only valid for the use of the stools in private homes?**

As versatile and essential products, Stool 60, E60, NE60 have found their place in both private homes and public spaces. The stools are made of natural materials, therefore it should be maintained and cared for with the level of consideration that can be expected from a private owner looking after their personal belongings. The same level of care cannot be expected when the stools are used in public spaces. As a result, the Lifetime Warranty is limited to stools that are used in private homes.