

Pogoji prostovoljne garancije

10 let prostovoljne garancije za ohištvo iz kolekcije Westwing*

V družbi Westwing si prizadevamo, da bi vsaki stranki omogočili ustvariti dom, v katerem se odraža lepota življenja. Naše Pohištvo iz kolekcije Westwing je zasnovano z izjemno pozornostjo do detajlov ter izdelano iz skrbno izbranih – s poudarkom na trajnosti. Prav zato mi, Westwing GmbH, Moosacher Ul. 88, 80809 München, nudimo 10-letno prostovoljno garancijo za trajnost Pohištva* iz kolekcije Westwing.

Ta prostovoljna garancija velja v skladu s spodaj navedenimi pogoji prostovoljne garancije, navedenim spodaj, za vse pohištvo Westwing Collection, kupljeno na ali po 01.09.2025 (datum računa), in je dodatna storitev, ki velja poleg vaših zakonskih garancijskih pravic.

Ta garancija prav tako ne izključuje pravic strank, ki izhajajo iz obvezne garancije v skladu s slovensko zakonodajo. V primeru neskladnosti lahko stranka brezplačno vloži reklamacijo.

Ta garancija velja na ozemlju Republike Slovenije.

WESTWING

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Koliko časa velja prostovoljna garancija?

Prostovoljna garancija velja 10 let od datuma nakupa Pohišta v spletni trgovini družbe Westwing, maloprodajni poslovalnici ali pri enem od naših prodajnih partnerjev (to pomeni vsako fizično ali pravno osebo, ki jo družba Westwing pooblasti za promocijo, trženje in prodajo izdelkov kolekcije Westwing. Trenutnega prodajnega partnerja lahko najdete tukaj: [Kje lahko obiščem Westwing trgovino?](#)). Obdobje za izračun trajanja prostovoljne garancije začne teči z datumom izdaje računa. Prostovoljno garancijo lahko uveljavljate samo prek spleta, in sicer prek naše službe za pomoč strankam na naslovu <https://support.westwing.com/hc/requests/new>. Za obdelavo vašega zahtevka morate predložiti dokazilo o nakupu (na primer potrdilo o plačilu ali račun), ki potrjuje datum in kraj nakupa, skupaj z opisom napake in fotografijami ali videoposnetki, ki jasno prikazujejo napako. Dokazilo o nakupu lahko najdete v svojem uporabniškem računu ali v elektronskem sporočilu s potrdilom o nakupu.

Za uveljavljanje garancije je potrebno vse neskladnosti blaga in napake proizvoda sporočiti družbi Westwing v razumnem roku po njihovem odkritju.

Kaj zajema prostovoljna garancija?

Prostovoljna garancija krije neskladnosti blaga in napake proizvodov Pohišta iz kolekcije Westwing ter zagotavlja, da bodo vse napake popravljene in Pohišto zamenjano znotraj obdobja prostovoljne garancije.

Prostovoljna garancija velja za vse Pohišto iz kolekcije Westwing, ki je kupljeno v Sloveniji.

10-letna prostovoljna garancija za Pohišto iz kolekcije Westwing velja samo za stranke. V primeru napak je stranka upravičena do brezplačnega uveljavljanja zakonskih pravic in jih ta prostovoljna garancija ne omejuje.

Prostovoljna garancija velja v skladu s spodaj navedenimi pogoji prostovoljne garancije in je dodatna storitev, ki velja poleg vaših zakonskih garancijskih pravic in tako na noben način ne vpliva na te zakonske pravice niti jih ne omejuje.

Za katere primere prostovoljna garancija ne velja?

- Običajna obraba, praske, zarez ali druga škoda na Pohištvu, ki je posledica nepravilne uporabe, nesreč, udarcev ali drugih zunanjih vplivov. Sem sodijo tudi spremembe barve zaradi neustrezne uporabe ali ravnanja.
- Škoda na Pohištvu in spremembe barve, ki so posledica neustrezne ali nepravilne nege ali vzdrževanja v nasprotju z navodili za nego, ki jih je izdala družba Westwing.

- Škoda na Pohištvu, ki:
 - je bilo nepravilno shranjeno, sestavljeno ali uporabljeno,
 - je bilo zamenjano,
 - je bilo izpostavljeno ekstremnim temperaturnim nihanjem,
 - je bilo izpostavljeno neposredni sončni svetlobi ali shranjeno v neprimernih okoljih, na primer na prostem ali v kopalnici,
 - je nastala po krivdi stranke,
 - je nastala zaradi višje sile.
- V primeru, da družba Westwing zamenja kos Pohištvu z nadomestnim izdelkom na podlagi prostovoljne garancije, prostovoljna garancija preneha veljati. Za nadomestni izdelek ne velja desetletna prostovoljna garancija. V zvezi z nadomestnim izdelkom lahko uveljavljate zakonske garancijske pravice.

Kaj lahko storimo za odpravo napake?

Po prijavi napake družba Westwing preveri uporabljivost prostovoljne garancije. Postopek bo zaključen v 30 dneh od datuma, na katerega je bila družba Westwing o napaki obveščena. To obdobje se lahko podaljša za največ 15 dni, kot je potrebno za popravilo ali zamenjavo. Družba Westwing nato sprejme odločitev, ali je potrebno kos Pohištvu popraviti ali zamenjati. Družba Westwing krije stroške, nastale zaradi popravila, zamenjave prizadetih delov ali nadomestnega predmeta, ter stroške pošiljanja v državo, v katero je bil dostavljen originalni kos Pohištvu. Če kos Pohištvu ni več na voljo, bo družba Westwing določila ustrezen nadomestni izdelek.

Napako bo odpravila bodisi družba Westwing sama bodisi pooblaščen partner. To se izvede brez kakršne koli nadaljnje zahteve po znižanju kupnine.

*Pohištvu iz kolekcije Westwing v smislu pogojev prostovoljne garancije predstavljajo vse pohištvu blagovne znamke „kolekcija Westwing“, zlasti sedežno pohištvu, mize, omare, police, postelje in komode, ne zajemajo izdelkov za dom in bivanje, kot so pa tudi kopalniškega tekstila, kuhinjskega tekstila, tekstila za spalnice, zaves, blazin in odej, preprog, dekorativnih predmetov, sveč in sobnih dišav, kozarcev, kuhinjskega pribora, svetil, pripomočkov in potrebščin za hišne ljubljence, loncev in karaf, posode in jedilnega pribora.

Terms of the voluntary guarantee

10 years voluntary guarantee on Westwing furniture*

At Westwing, we strive to enable every customer to create a home that reflects the beauty of life. Our Westwing furniture is designed with exceptional attention to detail and made from carefully selected - with an emphasis on sustainability. That is why we, Westwing GmbH, Moosacher Ul. 88, 80809 Munich, offer a 10-year voluntary guarantee for the durability of the Westwing Collection*.

This voluntary guarantee is subject to the terms and conditions of the voluntary guarantee set out below to all Westwing Collection furniture purchased on or after 01.09.2025 (invoice date) and is an additional service that applies in addition to your statutory warranty rights.

This guarantee also does not exclude the rights of the parties under any statutory guarantee under Slovenian law. In the event of non-conformity, the customer may lodge a complaint free of charge.

This guarantee is valid in the territory of the Republic of Slovenia.

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How long is the voluntary guarantee valid for?

The voluntary guarantee is valid for 10 years from the date of purchase of the Furniture from Westwing's online shop, retail outlet or from one of our sales partners (i.e. any natural or legal person authorised by Westwing to promote, market and sell Westwing Collection products. You can find your current sales partner here: [Where can I visit a Westwing Store? - Westwing Helpcenter](#)). The period for calculating the duration of the voluntary guarantee starts from the date of invoice. You can only claim the Voluntary Guarantee online via our Customer Service at <https://support.westwing.com/hc/requests/new>. To process your claim, you must provide proof of purchase (such as a receipt or invoice) confirming the date and place of purchase, together with a description of the defect and photographs or videos clearly showing the defect. You can find the proof of purchase in your user account or in the purchase confirmation email.

In order to invoke the warranty, all non-conformities and product defects must be reported to Westwing within a reasonable time after their discovery.

What is covered by a voluntary guarantee?

The Voluntary Warranty covers non-conformities and defects in the Westwing Collection Furniture products and guarantees that all defects will be repaired and the Furniture replaced within the Voluntary Warranty Period.

The voluntary guarantee applies to all furniture from the Westwing collection purchased in Slovenia.

The 10-year voluntary guarantee for Westwing furniture is valid for customers only. In the event of defects, the customer is entitled to exercise their statutory rights free of charge and is not limited by this voluntary guarantee.

The Voluntary Warranty is subject to the terms and conditions of the Voluntary Warranty set out below and is an additional service which applies in addition to your statutory warranty rights and thus does not affect or limit those statutory rights in any way.

Which cases are not covered by the Voluntary Guarantee?

- Normal wear and tear, scratches, nicks or other damage to the Furniture resulting from improper use, accidents, impact or other external influences. This includes discolouration due to improper use or handling.
- Damage to Furniture and discolouration resulting from improper or incorrect care or maintenance contrary to [Westwing's care instructions](#).

- Damage to Furniture, which:
 - it has been stored, assembled or used incorrectly,
 - has been replaced,
 - has been exposed to extreme temperature fluctuations,
 - has been exposed to direct sunlight or stored in unsuitable environments, such as outdoors or in the bathroom,
 - was the fault of a party,
 - was caused by a force majeure.
- In the event that Westwing replaces a piece of Furniture with a replacement product under the Voluntary Warranty, the Voluntary Warranty shall be void. The replacement product is not covered by the ten-year voluntary warranty. You may exercise your statutory warranty rights in respect of the replacement product.

What can we do to correct the error?

After reporting a fault, Westwing will check the applicability of the voluntary warranty. The process will be completed within 30 days from the date on which Westwing is notified of the defect. This period may be extended by up to 15 days as necessary for repair or replacement. Westwing will then make a decision as to whether the item of Furniture should be repaired or replaced. Westwing shall bear the costs incurred for repair, replacement of the affected parts or replacement item and the cost of shipping to the country to which the original piece of Furniture was delivered. If a piece of Furniture is no longer available, Westwing will specify a suitable replacement.

The fault will be rectified either by Westwing itself or by an authorised partner. This will be done without any further request for a reduction of the purchase price.

*Furniture of the Westwing Collection within the meaning of these commercial warranty conditions are all furniture of the „Westwing Collection“ brand, specifically seating furniture, tables, cupboards, shelves, beds and chests of drawers with the exception of other products for home & living, such as bathroom textiles, kitchen textiles, bedroom textiles, curtains, cushions & blankets, carpets, decorative items, candles and room fragrances, glasses, kitchen utensils, lighting, pet accessories & supplies, pots & carafes, crockery and cutlery.