



**LIFETIME
GUARANTEE**

**Trust once.
Enjoy it all your life!**



StrongMax 16/18
lifetime guarantee.

Trust once. Enjoy it all your life!



What does the term “lifetime guarantee” mean in practice?

The lifetime guarantee ensures free replacement of defective components of the StrongMax 18 and 16 drawer slide product lines in the event of failure due to material or manufacturing defects. This guarantee is valid for the lifetime of the first piece of furniture in which StrongMax products are used. This means that if they are reinstalled in other furniture, the lifetime guarantee ceases to apply. If the product is no longer available during the guarantee period, we will automatically deliver another adequate replacement.

✓ **The lifetime guarantee applies to all StrongMax orders placed from January 1, 2025.**

What exactly can the guarantee be used for?

- Functionality of pull-outs (noise, malfunctioning damping, rubbing during movement, incorrect opening or closing, etc.)
- Side panels, or functionality of front panel adjustment, attachment to the drawer, functionality of the back panel holder attachment.
- Front fittings, breakage over time without the use of excessive force, breakage of the adjustment screw without the use of excessive force, does not hold in the side panel.

What can't it be used for?

- The furniture itself, its material, or the quality of its workmanship.
- Drawers damaged by improper installation, excessive loading, or use contrary to their original purpose.
- Side panels scratched or otherwise damaged by normal use or impact.
- Reimbursement of costs for disassembly, assembly, and any other related work and transportation.

How to claim the lifetime guarantee?

The furniture owner submits a complaint to the manufacturer, who then submits it to Démos trade or the retailer from whom StrongMax was purchased.



What if you are not a Démos trade customer?

- Disassemble the defective pull-outs.
- Send them/hand them over in person, together with a cover letter describing the defect/a

written report on the defect, to the company from which you purchased the pull-outs (furniture manufacturer, retailer, etc.).

- If this company no longer exists, contact Démos trade customer service, where we will agree on the next steps.

How to proceed if you are a Démos trade customer?

- Use the predefined complaint form available on our website.
- We will collect the StrongMax part you are complaining about from you as soon as possible.
- We will assess the complaint and, if we find it to be justified in relation to the lifetime guarantee, we will send a new product to your address.
- You pay for the cost of delivering the product to us, and we pay for its return if the complaint is accepted.
- Its replacement is then subject to agreement with your customer.

How long does it take to process?

The complaint process has a standard evaluation period of 30 days.



Why can we trust StrongMax 16 and 18 products?

To ensure maximum quality and long product life, we have conducted testing according to the strictest industry standards:

- Our slides are tested according to TÜV standards, see Appendix 1.
- The tests were conducted directly on our behalf and include load, number of cycles, and durability.



All for the furniture making

Démos trade, a.s., Škrobálkova 630/13, 718 00 Ostrava-Kunčičky
Customer service centre: T +420 556 684 310 E export@demos-trade.com