

# Warranty Terms

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Kaluste Päivärinta provides a ten (10) year warranty for Pisara bathroom furniture and its components manufactured by Kaluste Päivärinta from Pisara Pure furniture material, in addition to the rights provided under consumer protection legislation. The warranty period begins on the delivery date. The customer may register the product, in which case the warranty period is extended to twenty (20) years from the delivery date. These terms apply to products purchased after 18 September 2026.

## What the Warranty Covers

The warranty applies to Pisara Pure furniture manufactured by Kaluste Päivärinta in Kuusamo and its components, including:

- furniture and cabinet frames, front panels and doors
- drawers and runner systems
- hinges, fittings and handles
- Pisara Pure worktops and Pisara mirrors

## What the Warranty Does Not Cover

The warranty does not cover:

- parts that wear out or require regular maintenance, such as seals, lamps and tap aerators
- scratches, discolouration or other wear caused by normal use
- damage caused by accidents, impacts or freezing temperatures
- damage resulting from use contrary to the instructions or from modifications made to the product
- damage or defects caused by installation errors or installation contrary to Pisara's instructions, where the installation was carried out by a party other than Kaluste Päivärinta

Washbasins, taps, basin waste valves, stone worktops (e.g. Silestone), towel warmers and other third-party products are covered by the respective manufacturer's own warranty terms, even when supplied as part of Pisara furniture. Electrical and lighting products available for the furniture are covered by a two (2) year warranty.

## How the Warranty Works

The warranty covers the repair or replacement of the defective part with the same or a corresponding product from the current range. The extended warranty applies to the product itself. Third-party costs, such as removal, installation or replacement work by an external installer, and other indirect costs are not compensated under the warranty, unless otherwise required by mandatory legislation.

## Warranty Claims and Contact

For warranty matters, please contact the seller of the product first. Resellers forward warranty claims to Kaluste Päivärinta. For products purchased from the online store or directly from Kaluste Päivärinta, contact [myynti@pisarafinland.fi](mailto:myynti@pisarafinland.fi). Please include the order number or receipt, product details and photos of the defect.

## Warranty Conditions

The warranty requires that:

- the delivery is inspected within 14 days of receipt and always before installation; transport damage and visible defects must be reported within this period, and damage reported later is not compensated under the warranty
- the installation and care instructions are followed
- plumbing, water and electrical installations are carried out by a qualified professional in accordance with current regulations and standards

The warranty becomes void if the products are used for purposes other than their intended use or if their structure is modified.

## Extended Warranty Terms

The extended warranty is activated when you register your product in the Pisara online service within one month of delivery. When registering, we collect your contact details for warranty handling, customer service, and possible product and safety notifications.

The extended warranty requires marketing consent. By registering, you give your consent to direct marketing and other communications from Pisara, and you accept the terms of the extended warranty. We may also send short customer surveys; responding to them is part of the extended warranty terms, and we may use customer feedback in our marketing, for example on our website and in brochures.

We do not disclose your information to third parties or use it to market products from other companies. We will never publish your name or contact details in connection with customer feedback without your separate permission.

You may withdraw your marketing consent and request the deletion of your data at any time. In that case, the extended warranty will end, and the standard 10-year product warranty will remain valid for the furniture.

Products purchased before 18 September 2026 are covered by the terms in force at the time of purchase. Current and previous warranty terms, contact details and instructions: [pisarafinland.fi/tuotetakuu](https://www.pisarafinland.fi/tuotetakuu)

**PISARA**  
bathroom furniture