

Audo

COPENHAGEN



PRODUCT WARRANTY
2025



PRODUCT WARRANTY

Product errors and defects are resolved through repair, replacement of individual parts or a refund of the purchase price. AUDO Copenhagen A/S will access the situation and decide which solution to choose. A purchase receipt is required to claim the warranty.

The following warranty is valid for products bought from November 2024, all purchase prior this date is covered by our previous warranty of 2-years.

Furniture

Audo A/S provides between two to ten years warranty from the invoice date in relation to manufacturing and material faults. The warranty is valid from the time of purchase from Audø Copenhagen. This must always be documented through an original sales ticket/ receipt.

Audo A/S offers no compensation for wear and tear. Audø A/S cannot be held responsible for damages caused by incorrect, inappropriate or careless use of delivered goods. Audø A/S does not cover costs related to installation and dismantling and other similar costs (terms and conditions apply).

Accessories

Audo A/S provides a two-year warranty from the invoice date in relation to manufacturing and material faults. The warranty is valid from the time of purchase from Audø Copenhagen. This must always be documented through an original sales ticket/ receipt. Audø A/S offers no compensation for wear and tear.

Audo A/S cannot be held responsible for damages Any Disputes regarding Audø’s warranty is subject to and governed by Danish law. Disputes are to be resolved between Audø A/S and the customer. If the dispute cannot be resolved between the Parties, the dispute is to be settled by the City Court of Copenhagen, under the application of Danish law. caused by incorrect, inappropriate or careless use of delivered goods. Audø A/S does not cover costs related to installation and dismantling and other similar costs.

Lighting

Audo A/S provides a two-year warranty from the invoice date in relation to manufacturing and material faults. The warranty is valid from the time of purchase from Audø Copenhagen. This must always be documented through an original sales ticket/ receipt. Audø A/S offers no compensation for wear and tear.

Audo A/S cannot be held responsible for damages caused by incorrect, inappropriate or careless use of delivered goods. Transformers, ballasts, light sources and other electronic devices are subject to the warranty terms of the manufacturer in question. Audø A/S does not cover costs related to installation and dismantling, replacement of ballasts/ transformers and other similar costs related to electricians and the like.

DISPUTE RESOLUTION

Any Disputes regarding Audø’s warranty is subject to and governed by Danish law. Disputes are to be resolved between Audø A/S and the customer. If the dispute cannot be resolved between the Parties, the dispute is to be settled by the City Court of Copenhagen, under the application of Danish law.

MATRIX OF THE PRODUCTS	
PRODUCT CATEGORY	WARANTY
LIGHTING	2 years
HOME ACCESSORIES	2 years*
FURNITURE	10 years** — ANSI/BIFMA tested and a part of our Icons collection 5 years** — all other Furniture 2 years — outdoor and Frame Collection
SPECIAL ORDER REQUEST (CUSTOMER SPECIFIC CUSTOMIZED ORDER)	2 years if longer warranty is required test can be performed at the customer expense and will take between 6-12 weeks depending on type of test.

WARRANTY COVER

Broken legs/frame in wood or steel (incl. Welding joints), and glued assembly points. Broken seat and back, in general broken inside construction.

NOT COVERED

Normal wear and tear / failure caused by improper maintenance or improper use of the product.

Wear parts, such as gliders and gas lift.

Any case of subsequent changes to the product will invalidate the warranty.

*Pedal Bin; comes with 10-year warranty

**Armrests are not included in the 10-year warranty and comes with a 2-year warranty.

**Foam density for our Seating Category is covered by a 5-year warranty.

MATRIX OF THE PRODUCTS									
	WARRANTY	ICON	EN 16139 - L1	EN 16139 - L2	ANSI/BIFMA x5.1	ANSI/BIFMA X5.4	ANSI/BIFMA X5.9	EN 15372 - L2	EN 16121 - L1
SEATING - DINING CHAIRS									
AFTERROOM DINING CHAIR	10		•	•					
CO CHAIR, DINING, STEEL BASE	10			•		•			
HARBOUR CHAIR & SIDE, STAR BASE	10			•		•			
HARBOUR CHAIR & SIDE, STEEL BASE	10			•		•			
HARBOUR CHAIR & SIDE, SWIVEL BASE	10			•		•			
HARBOUR CHAIR, WOOD BASE	10		•	•		•			
MERKUR DINING CHAIR, WITH AND WITHOUT ARMS	5			•					
READY DINING CHAIR	5		•	•					
THE PENGUIN DINING CHAIR	10	•		•					
SEATING - OFFICE CHAIRS									
CO TASK CHAIR + WITH ARMREST	10				•				
SEATING - BAR & COUNTER CHAIRS									
AFTERROOM BAR AND COUNTER	10			•					
CO CHAIR, BAR AND COUNTER	10			•		•			
HARBOUR CHAIR & SIDE, BAR AND COUNTER	10			•		•			
SEATING - LOUNGE CHAIRS									
BRASILIA LOUNGE CHAIR, HIGH AND LOW BACK	5			•					
CO CHAIR LOUNGE	10			•		•			
ELIZABETH LOUNGE CHAIR	10	•	•						
HARBOUR LOUNGE CHAIR	5			•					
INGEBORG LOUNGE CHAIR	10								
KNITTING LOUNGE CHAIR	10	•							
MY OWN CHAIR	10	•							
ODA LOUNGE CHAIR	10	•	•						
SAXE CHAIR	5		•	•					
TEAROOM, SIDE, CLUB AND LOUNGE	10					•			
TEAROOM, SIDE, CLUB AND LOUNGE - INCL. LOOSE COVER	10					•			
THE PENGUIN, LOUNGE AND ROCKING CHAIR	10	•		•					
THE SEAL LOUNGE CHAIR	10	•	•						
THE TIRED MAN	10	•							
SEATING - STOOLS									
AFTERROOM, STOOL, BAR AND COUNTER	10								
ML 42	5								
PASSAGE, STOOL, BAR AND COUNTER	10					•			

MATRIX OF THE PRODUCTS

	WARRANTY	ICON	EN 16139 - L1	EN 16139 - L2	ANSI/BIFMA x5.1	ANSI/BIFMA X5.4	ANSI/BIFMA X5.9	EN 15372 - L2	EN 16121 - L1
SEATING - BENCHES									
AFTERROOM	5								
SEATING - SOFAS									
BRASILIA	5								
EAVE DINING SOFA	10					●			
EAVE MODULAR SOFA SEAMLINE	10					●			
EAVE MODULAR SOFA	10					●			
INGEBORG SOFA	10		●			●			
MINGLE	5								
OFFSET SOFA	5								
OFFSET SLEEPER	5		●						
PAGODE SOFA	10	●							
RADIOHUS SOFA	10	●							
TEAROOM SOFA	10								
VILHELM SOFA	10								
SEATING - OTTOMANS & POUFS									
BRASILIA OTTOMAN	5								
ELIZABETH OTTOMAN	10	●							
INGEBORG OTTOMAN	10								
MY OWN CHAIR, OTTOMAN	10	●							
ODA OTTOMAN	10	●							
PASSAGE POUF	10								
THE SEAL, OTTOMAN	10	●							
THE TIRED MAN, OTTOMAN	10	●							
TABLES AND STORAGE - SIDE & LOUNGE TABLES									
ANDROGYNE	5								
BRANCH SIDE TABLE	5						●		
HARBOUR COLUMN 4S, LOUNGE TABLE, Ø80 CM	5						●		
JÄGER TABLE	10	●							
NONO	5								
NOOK LOUNGE TABLE	5								
PASSAGE LOUNGE TABLE	10					●			
PLINTH COLLECTION	5								
TURNING TABLE	5								
UMANOFF	5								
VOLUME	5								

MATRIX OF THE PRODUCTS

	WARRANTY	ICON	EN 16139 - L1	EN 16139 - L2	ANSI/BIFMA x5.1	ANSI/BIFMA X5.4	ANSI/BIFMA X5.9	EN 15372 - L2	EN 16121 - L1
TABLES AND STORAGE - DINING TABLES									
ANDROGYNE	5								
HARBOUR COLUMN DINING TABLE, 60X70 CM	5							●	
HARBOUR COLUMN DINING TABLE, Ø60/80 CM	5							●	
HARBOUR COLUMN 4S, DINING TABLE, 60X70 CM	5							●	
HARBOUR COLUMN 4S, DINING TABLE, Ø60/80 CM	5							●	
NOOK DINING TABLE	5								
SNAREGADE DINING TABLE, RECTANGULAR	5							●	
TABLES AND STORAGE - OFFICE TABLES									
CO TABLE	5								
CORBEL DESK	5								
RAIL DESK	5								
THE ECLIPSE DESK	5								
TABLES AND STORAGE - SHELVING									
PLINTH	5								
RAIL SHELF	5								
TABLES AND STORAGE - STORAGE									
CURIOSITY CABINET	5						●		
FRAME	2								●
FRAME DOBBELBASE	2								●
ZET SHELVING	5								
TABLES AND STORAGE - BAR AND COUNTER									
HARBOUR COLUMN, BAR AND COUNTER TABLE, Ø60/80	5							●	
HARBOUR COLUMN, BAR AND COUNTER TABLE, 60X70 CM	5							●	
HARBOUR COLUMN 4S, BAR AND COUNTER TABLE, 60X70 CM	5							●	
HARBOUR COLUMN 4S, BAR AND COUNTER TABLE, 60X70 CM, Ø60/80	5							●	
NOOK BAR AND COUNTER TABLE	5								
SNAREGADE BAR AND COUNTER TABLE	5							●	

TECHNICAL DETAILS

The minimum requirements are EN standards, also known as European Norms, which are a set of technical specifications and guidelines that ensure the safety, quality, strength and durability of products within the European Union (EU) and other associated countries.

Further testing is done to meet the demanding North American standards for durability, which simulates more intense real-world conditions.

Explore more technical details below:

EN 16139 is a European standard that specifies strength, durability, and safety requirements for non-domestic seating (i.e., seating used in commercial or public settings). The standard includes two levels: LEVEL 1 (L1) and LEVEL 2 (L2), each indicating a different grade of durability and intended for different types of environments.

EN 16139 L1 is intended for environments with moderate usage, while L2 is for environments with intense or heavy use.

The ANSI/BIFMA X5.1 test is a widely recognized American standard for testing the safety, durability, and structural integrity of general-purpose office chairs. Developed by the American National Standards Institute (ANSI) and Business and Institutional Furniture Manufacturers Association (BIFMA), the ANSI/BIFMA X5.1 standard sets a series of rigorous tests to ensure that office chairs meet minimum safety and durability requirements for use in typical office environments.

The ANSI/BIFMA X5.4 test is a standard specifically for evaluating lounge and public seating in terms of safety, durability, and structural integrity. Lounge seating, often used in public or high-traffic environments such as lobbies, waiting rooms, and lounges, is subject to different usage conditions than typical office chairs. ANSI/BIFMA X5.4 is designed to ensure that this furniture type can withstand such conditions over time.

The ANSI/BIFMA X5.9 test is a standard developed by ANSI (American National Standards Institute) and BIFMA (Business and Institutional Furniture Manufacturers Association) to evaluate the durability, strength, and stability of storage furniture typically used in commercial environments. This includes items such as cabinets, shelving units, filing cabinets, and other types of storage commonly found in office or institutional settings.

The EN 15372 LEVEL 2 (L2) test is a European standard for evaluating the strength, durability, and safety of non-domestic tables used in high-traffic or heavy-use environments, such as hotels, restaurants, and public areas.

The EN 15372 standard specifies three levels (L1, L2, and L3), where LEVEL 2 is intended for severe-use environments. The tests are designed to ensure that tables are robust enough to handle frequent and intensive use without structural failure.

The EN 16121 LEVEL 1 (L1) test is a European standard that specifies strength, durability, stability, and safety requirements for non-domestic storage furniture used in moderate-use environments, such as offices, hotels, or waiting rooms. This standard applies to storage units like cabinets, bookcases, and lockers, ensuring they can handle everyday stresses in non-residential settings. LEVEL 1 represents a standard for moderate-duty use, whereas LEVEL 2 is for heavy-duty use.