

BÚTOR1 | HU

Butor1.hu warranty card

Congratulations on your purchase!

Thank you for choosing Butor1.hu to furnish your home. We appreciate your trust and are delighted that you have chosen our products. We are committed to ensuring that your furniture meets your expectations and provides many years of comfortable and enjoyable use.

Need assistance?

Have you noticed a defect? Do you have questions about assembly? We are here to help.

If, after unpacking your furniture, you notice a manufacturing defect or damage that may have occurred during transportation, please take photos of the damage and send them to info@butor1.hu. Our team will review your case and get back to you with a solution. All our furniture is covered by a 2-year quality guarantee.

We also recommend checking the colour and overall condition of the product while the delivery driver is still present. If the furniture does not meet your expectations, you may return it under our 365-day return guarantee. Customer satisfaction is extremely important to us.

Your feedback

Meeting the needs of every customer is our priority. Did everything go smoothly with your order and delivery? Do you have any comments, suggestions, or feedback regarding our service or courier team?

We continuously strive to improve and make the purchasing process as smooth, efficient, and convenient as possible, and your feedback helps us achieve this. If you like to share your experience or suggestions, please contact our customer service team at info@butor1.hu.

Thank you for helping us improve our services.

Butor1.hu 365-day money-back guarantee

Unlike most online shops or physical stores, furniture purchased from the Butor1.hu online store may be returned within 365 days from the date of purchase, without providing a reason and completely free of charge.

Conditions for returning items under 365-day money-back guarantee:

Returned furniture must not be assembled, and assembly must not have been started.

The product must be returned in its original packaging.

The packaging and sealing tape must not be damaged. You may carefully open the packaging by cutting the sealing tape.

Before beginning assembly, please examine the furniture carefully to ensure you are satisfied with its colour, condition, and quality, as we cannot accept returns for furniture that has already been assembled. If you decide to return the product and assembly has not been started, place all components back into the original packaging and reseal the box securely.

If the furniture was purchased using consumer credit, the product cannot be returned once the credit agreement has been accepted. In such cases, delivery may only be refused at the time of receipt. Please inspect the furniture carefully and sign the credit agreement only if the product fully meets your expectations.

If you wish to return your furniture, please contact us at info@butor1.hu or call +36 1 550 7624. We will arrange collection of the product within two weeks of receiving your return request.

Once the furniture has been returned and we have verified that all return conditions have been met, the refund will be issued within 72 hours to the bank account you provide.

2-year warranty

We provide 2-year warranty on all products, unless the manufacturer specifies a longer warranty period. The warranty period begins on the date of purchase.

Normal wear and tear resulting from regular use, as well as natural changes in product characteristics over time, are considered normal and do not constitute product defects. Changes in natural wood materials, slight deformation, or colour variations occurring over time are also regarded as natural characteristics rather than defects.

During the warranty period, we will repair or replace any defects or damage that are attributable to manufacturing faults or transport carried out by the seller.

Warranty conditions

The warranty is valid provided that:

The furniture has been assembled in accordance with the assembly instructions.

The product has been used for its intended purpose.

The furniture has been maintained according to the specified care and maintenance guidelines.

The defect results from manufacturing faults or damage during transport arranged by the seller.

Loss of warranty rights

The warranty does not apply in the following cases:

Damage caused by the customer's actions or misuse.

Damage resulting from force majeure events.

Furniture that has been modified or altered by the customer.

Naturally worn components of furniture or upholstery fabrics.

If you notice any damage or defect, please contact us at info@butor1.hu or call +36 1 550 7624.

As we work with multiple suppliers, warranty service times may vary. Replacement parts are typically delivered within 10–20 working days from the date the warranty claim is registered.

This warranty card does not exclude or limit the customer’s legal rights or the right to seek assistance from relevant consumer protection authorities.