

PRODUCT WARRANTY

EFFECTIVE 1 NOVEMBER 2011

Formway Distribution warrants to the original purchaser only that the products manufactured and sold to the purchaser are free of defects in workmanship and materials, during the applicable warranty period set out below.

Should any failure to conform with this limited warranty appear to a product listed below during the applicable warranty period from the original date of purchase, Formway Distribution shall, upon prompt written notice, repair or replace, at its option and costs, the affected part or parts.

Product and Period of Warranty

<u>10 Years</u>	<i>Life, Plus, Be, BeSide, Hum, Grid2, Free, Met</i>
<u>5 Years</u>	<i>Key, Arq, Traffic, operational parts, controls, special or custom product, wood veneer products</i>
<u>3 Years</u>	<i>Seating upholstered arm-pads and soft arm-pads, seating upholstery, textiles, leathers and finishes</i>

NB: An 'original date of purchase' is printed on the product label located under a seat or a workstation top. This date certifies the date that the product was originally dispatched from the manufacturer.

This warranty applies to:

- The original owner / purchaser of the product only.
- Seating flex back net, structural and operational seating parts, controls, castors, and pneumatic cylinders.
- A 24 hour multi shift use (includes parts and labour to repair) exclusively for Life and Be.
- Normal use of product in a general office / administration environment.

This warranty does not apply to:

- Damage caused by a carrier other than Formway Distribution.
- Normal wear and tear, user abuse or acts or omissions of parties other than Formway Distribution (including user modification).
- Third party fabrics, upholstery, foams, laminated board, or other third party material applied to products.
- Products not installed by or under the auspices of a certified dealer of Formway Distribution.
- Dramatic temperature variations or exposure to unusual conditions.
- Changes in surface finishes, including colourfastness due to ageing or exposure to light.
- Claims for any other associated costs from the end user, including claims for reimbursement for any work carried out by an unauthorised third party.

Parts used to repair a product under warranty are covered to the end date of the original warranty period only.

Natural variations occurring in wood and leather shall not be considered defects, and Formway Distribution does not guarantee the colourfastness or matching of the colours, grains or textures, or surface hardness of such materials.

The express warranties contained herein are in lieu of all other warranties, express or implied, including any warranties of merchantability and fitness for particular purpose and all other warranties arising from course of dealing or usage of trade.

All claims under this warranty must be communicated directly to Formway Distribution. Product must be serviced by Formway Distribution's authorised service personnel. Unauthorised servicing immediately renders any warranty null and void.