

Schiavello **WARRANTY.**

Schiavello provides an industry leading warranty that ensures product quality under standard use conditions against defects in materials (unless excluded) and workmanship in the market segments and applications for which the products are specified.

In the rare event of a defect occurring within the applicable warranty period, Schiavello agrees to repair or replace (at our discretion) the product without charge.

Warranty Coverage valid for Single-Shift* usage of product categories as noted:

This warranty is non-transferrable and applies to all standard, unaltered or unmodified products and workmanship, and is conditional subject to our 'Limitations and Exceptions' and 'Warranty does not cover' terms to the original End User. This warranty does not cover damage caused by accident, improper care or installation, negligence, that has been abused or misused, exposed to outdoor or corrosive environments, high humidity, normal wear and tear, or the natural breakdown of materials over an extended time and use.

Subject to the absolute discretion of Schiavello, where products or components are not covered by the warranty, they may be repaired for fee to the purchaser. Return shipping rates also apply should the product need to be returned to our nominated facility.

Ten (10) Year Warranty

Krossi Workstations and Tables (Metal Components Only), Arch Workstations and Tables (Metal Components Only), Aire Executive Desk (Metal components only), Aire Media Stand (Metal components only), Aire Table (Metal components only), Climate Channels (Metal components only), Ultimet Panel System (Metal components only), Piper Collection (Metal components only), Dash Chair, Focus Booth, Marina Table & Workstation (Metal components only), Kase Storage

Seven (7) Year Warranty

Agile Table (Metal components only), System 70, System 45/E45, System 30, Interstat 90

Five (5) Year Warranty

Krossi Workstations & Tables (leg internals), Arch Workstations & Tables (leg internals), Neo Workstation (leg internals), Agile Table (leg internals), Aire Fold Table, Ultimet Panel System (Plastic Internals), Bento Collection, Blom Collection, Bomba Collection, Cap Stool, Elfin Sofa, Focus Quiet Meeting Room (excluding electrical components), Focus Quiet Phone Booth (excluding electrical components), Focus Quiet Work Room (excluding electrical

components), Focus Quiet Duo Room (excluding electrical components), Gallery Chair, Goodwood Tables, Healthcare Daybed, Healthcare Recliners (excluding electrical components), Healthcare Sleeper Chair, Karo Ottoman, Valli Collection, Kayt Collection, Kush Ottoman, La La Stool, Linear Table, Low Fat Sofa, Marina Fold Table, Maui Chairs, Mena Sofa, MK10 Phone Room (excluding electrical components), MK10 Work Room(excluding electrical components), MK10 Work Room + (excluding electrical components), MK10 Meeting Room (excluding electrical components), MR Chair, NGV Collection, OTM Tables, Paloma Chair, Palomino Chair, Parley Tables, Plaza Chair, Presto Chair, Rib Collection, Scatter Platter, Scope Accessory Rail, Slimflex Chair, Soft Boundary, Split Table, Stanza Chair, Toku Collection, Toro Badjo Seating, Toro Collection, TP Coat Stand, Uniflex Chair, Vertical Garden, Wire Chair & Stool, Workstation Panels, Watsonette Chair

Two (2) Year Warranty

Krossi Workstations & Tables (Switch, Controller & Motor), Arch Workstations & Tables (Switch, Controller & Motor), Neo Workstation (Switch, Controller and Motor), Agile Table (Switch, Controller & Motor), Medina Bedhead (Components), Mediwall (Components), Agile Wall, Cache Storage, Henge Whiteboard, WT Storage, 101 Chair

One (1) Year Warranty

Focus Quiet Meeting Room (electrical, fans, lighting), Focus Quiet Phone Booth (electrical, fans, lighting), Focus Quiet Work Room (electrical, fans, lighting), Focus Duo Room (electrical, fans, lighting), Healthcare Recliners (electrical components), MK10 Phone Room (electrical, fans, lighting), MK10 Work Room(electrical, fans, lighting), MK10 Work Room + (electrical, fans, lighting), MK10 Meeting Room (electrical, fans, lighting), Valli Collection (electrical), Medina Bedhead (Electrical), Mediwall (Electrical & Gas)

"Single Shift" use refers to products being utilized within a standard 40-hour work week. 24/7 use or any use over and above a standard 40-hour work week is not covered under standard Schiavello Global Product Warranty.

Limitations and exceptions:

- This warranty applies only to the original End User of the product and is non-transferrable; End User means the final purchaser acquiring a product from Schiavello or a Schiavello Authorised Reseller for the purchaser's own use and not for resale, remarketing, or distribution.
- All warranties are valid from the date of dispatch from a Schiavello manufacturing Facility and for Single Shift use only unless otherwise specified.
- Where installation is required, warranties are only provided where a Schiavello approved, certified or trained installer is used, or installed strictly in accordance with Schiavello's written specifications, installation or user guidelines, otherwise the End User will void its product warranty.
- All components not manufactured by Schiavello shall be covered by the original manufacturer's warranty.
- This warranty does not apply to the appearance, durability, quality, behavior, colorfastness, or any other attribute of COM (Customer's Own Materials, including laminate) or any other non-standard Schiavello material specified by the customer after application to a Schiavello product. These products will be warranted only for the structural integrity of the product itself based on the standard of craftsmanship expected.
- Freight damage will be claimed on your behalf, however the purchaser must examine product and report any damage or shortage within 24 hours of delivery.
- Concealed damage must be reported in writing including photographic evidence within five (5) business days after delivery.

Warranty does not cover:

- Products considered by Schiavello to be consumables; (e.g., batteries, bulbs/lamps, LED / all lighting).
- Variations occurring in surface materials (e.g., colorfastness, matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in materials such as wood, clear coat finishes and leather.
- Other manufacturers' products, Schiavello shall impart any warranty received on behalf of other manufacturer's branded products.
- Unless expressly consented to by Schiavello, any alterations or modification of the product will void the warranty.
- Any failure to properly maintain and service the product in accordance with product specifications, installation or user guidelines.
- Shipping, courier, postage or transportation return to base are at the End User cost.
- Damage caused during shipping, courier, postage or transportation that is not reported with sufficient evidence as stated above within 24hrs of receipt of goods.
- Natural deterioration such as oxidization due to climate control – lack of air circulation or humidity.
- All decorative materials including fabrics, leathers, vinyl's, laminates, veneers, are excluded from this warranty.

With enforcement of this limited warranty, if a product fails under ordinary use (within its intended sector, adequate coverage from natural elements, and used in line with care and maintenance guidelines) as a result of a defect in materials or workmanship, Schiavello will (i) repair or, at Schiavello's option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or ii) refund or credit *(in full or in part at Schiavello's absolute discretion)* wholesale purchase price paid to Schiavello by our authorized re-seller/dealer for the affected product, at Schiavello's discretion. Replacement parts are covered for 2 years (except for any product which originally have a 1 year warranty) or the balance of the original warranty, whichever is longer.

A product **"defect"** means an inadequacy in the materials or workmanship of the product that (i) existed at the time when you received the product from Schiavello or a Schiavello Authorized Reseller and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product.

An **"ordinary use"** means use of the product (i) in conformance with all applicable local, state, or federal laws, codes, and regulations (including without limitation building and/or electrical codes) and (ii) in accordance with manufacturer recommendations and/or instructions in the materials and documentation accompanying the product.

A **"Schiavello Authorized Reseller"** means any dealer that (i) is duly authorized by Schiavello to supply the product, (ii) is legally permitted to conduct business in the jurisdiction where the product is supplied, and (iii) supply the product new and in its original packaging.

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Schiavello reserves the right to request that the damaged product be returned prior to granting a remedy. This Warranty is the sole remedy for product defect and no other express or implied warranty is provided, including but not limited to any implied warranties of merchantability or fitness for a particular purpose or liability for any consequential or indirect loss, special, punitive or incidental damages.

All freight associated with executing this warranty will be borne by the End User.

How to submit a Warranty Claim

To make a claim please contact Schiavello Customer Service via clientservice@schiaavello.com stating your geographic location (state / region), reasoning of claim and sharing your original proof of purchase.