

## Lamex Warranty

**Subject to the following provisions, Lamex warrants its branded products to be free from defects in material and workmanship up to 5 years from the date of delivery as long as the original purchaser owns them. To entitle the warranty services, customer should retain the sales contract or invoice for validation.**

Lamex shall repair or replace with comparable product (at Lamex's discretion), free of charge, any Lamex branded product or component manufactured that fails under normal commercial office use.

Some natural variations occurring in wood, leather, or other natural materials are inherent to their character and not considered defects. Lamex does not warrant the colorfastness or matching of colors, grains, or textures of these materials. Additionally, a Customer's Own Material (COM) selected by, and used at the request of, a user is not warranted.

**The materials and components listed below are covered according to the following schedule from the date of delivery:**

- The fluorescent tubes and adapters of undershelf lighting and lamp will be under warranty for 7 days from the date of delivery. The buyers shall check and ensure they can operate well after installation.
- All electrical products (exclude fluorescent tubes and adapters of undershelf lighting and lamp) & Monitor arm will be under warranty for 1 year from the date of delivery.
- Wood products, cantilever base, seating gas lift, glides, casters, polymer-based components, structural components, stacking chairs, foam are warranted for 5 years, except the **seating** listed below:
  - #19, Acuity, Sum, Relate, Mimeo, Scout, Access, Nimble – 10 Years
- Seating control mechanisms are warranted for 3 years, except the series listed below:
  - Washington, my-self, Ranger (synchronize mechanism only) – 5 Years
  - #19, Acuity, Sum, Relate, Mimeo, Scout, Access – 10 Years
- Glass, tempered glass are warranted for 1 month.

**This warranty does not apply to:**

- Normal wear and tear over the course of ownership
- Modifications or attachments to the product not approved by Lamex
- Products not installed, used, or maintained in accordance with product instructions and warnings
- Products installed or repaired by parties not duly authorized by Lamex
- Products used for rental purposes
- Damage caused by the carrier in-transit, which is handled under separate terms
- Material upholstery & surface (including panel and seating upholstery fabrics/leathers, MFC, laminates, surface treatments on metal components, other covering materials) , accessories, stationary supplies, keyboard drawer and central drawer
- Purchase of installation services only

**TO THE EXTENT ALLOWED BY LAW, LAMEX MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. LAMEX SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.**

This warranty applies only to Lamex branded products sold by Lamex or authorized Lamex Dealer. Your Lamex Dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty please contact your Lamex Dealer.