

## 美时保用承诺

受下述规定的约束，美时保证最初购买者从交货之日起至拥有美时品牌产品8年期间，产品无材料和工艺上的缺陷，芸荟系列的产品除外，芸荟系列产品质保期为5年。购买者必须保留销售合同或发票以证明所购买的产品在美时保用服务范围内。

美时品牌产品或零部件，凡在正常商用办公室条件下使用而出现故障的，美时将一律予以免费修理或以相当的产品进行更换（由美时酌情决定），适用于2019年1月1日之后生产的产品。

木材、皮革或其它天然材料的某些自然变化系物料固有特性，不属于缺陷。美时不保证材料不褪色或者颜色、纹理、质地相配。此外，用户自行选择并应其要求而使用的客户自选材料（COM）不在保用承诺之列。

下列材料和零部件的保用期限如下，自送货之日起算：

- 电灯光管及台底灯的变压器及电灯等，请客户在签收产品后仔细检查其功能是否正常，如有问题需在7天内提出
- 所有电子产品（电灯光管及台底灯的变压器及电灯等除外）及显示器挂架 - 1年
- 木制品、弓字型椅座、气压棒、脚轮和聚合物零部件、结构功能部件 - 8年，以下座椅除外：  
# 19, Acuity, Relate, Mimeo - 10年  
所有多功能座椅，堆叠椅，休闲座椅，沙发，奥比 - 5年
- 泡胶海绵 - 5年，以下座椅除外：  
# 19, Acuity, Relate, Mimeo - 10年
- 椅座控制装置及滑动装置 - 3年，以下座椅除外：  
华盛顿 - 5年  
# 19, Acuity, Relate, Mimeo - 10年
- 玻璃及钢化玻璃产品 - 30天

本保用承诺不适用于以下情况：

- 拥有产品期间的正常损耗
- 未经美时同意擅自改装产品或增加配件
- 产品的安装、使用或维护未按产品说明和警示进行
- 产品的安装或维修是由未经美时授权的商户或人员所提供的
- 产品供出租使用
- 承运商在运输过程中造成的损坏，这种情况按另行约定的条款处理
- 产品面材物料（包括屏风和椅座软垫面料，MFC板，防火胶板，金属件表面处理和其它覆盖物料）、配件、文具、键盘架及中央抽屉
- 加装物料或特制产品安装服务

在法律允许的范围内，美时不作任何其它明示或默认的保用承诺，包括对于适销性或针对特定目的适用性的任何保用承诺。凡因此而造成的间接损失或附带损失，包括但不限于因美时品牌产品无法正常使用而造成的误工损失、利润损失、商誉损失或其它任何损失，美时概不负责。

本保用承诺仅适用于由美时或美时认可的经销商出售的美时品牌产品。美时经销商是我们的合作伙伴，为您提出的保用要求提供服务支持。如需本保用承诺所涵盖的服务，请与美时经销商联系。

## Lamex Warranty

Subject to the following provisions, Lamex warrants its branded products to be free from defects in material and workmanship up to 8 years from the date of delivery as long as the original purchaser owns them, except for the products from Sizza solution. 5 years warranty applies to Sizza solution. 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 after January 1, 2019, 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. 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, are warranted for 8 years, except the **Chairs** listed below:
  - #19, Acuity, Relate, Mimeo – 10 Years
  - Multi-purpose chairs, Stacking chairs, Collaborative chairs, sofa, Open up – 5 Years
- Foam is warranted for 5 years, except the **Chairs** listed below:
  - #19, Acuity, Relate, Mimeo – 10 Years
- Seating control mechanisms are warranted for 3 years, except the series listed below:
  - Washington – 5 Years
  - #19, Acuity, Relate, Mimeo – 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.

1/2019