



To: Steelcase Asia Pacific Ltd

WARRANTY

*Buyer guarantees the Products against defects in materials and/or workmanship for a period of
Wear caused by normal use is excluded from the warranty. The Seller expressly declines any
and all responsibility in relation to improper use or inadequate conservation and/or*

*Any claims relative to flaws or manifest defects in the Products must be sent to the Seller by
registered letter with advice of receipt no later than 8(eight) days from delivery in the case of
obvious defects and within 8 (eight) days of discovery of the defect in the case of latent defects,
and in any case no later than 36 (thirty six) months from the date of delivery, after which date
no claim will be considered admissible.*

*Returned goods will not be accepted unless return is authorized in advance in writing by the
Seller, who agrees to repair and/or replace any Products acknowledged, in his final judgement,
to be defective.*

*Return of Products, even when authorized by the Vendor, shall in no manner authorize the
Purchaser to issue credit notes.*

*Eliminations to the normal conditions of warranty shall apply whenever the Products are
subjected to particularly heavy use conditions; that is, situations that in any manner may
produce greater than usual and abnormal stress on the Products. Examples of supplies at risk
include those destined for localities with particular climatic conditions (extremes of
temperature and humidity, salt air, solar radiation, etc.); customers with unusually heavy use
requirements (catering services, sports and recreational facilities, entertainment facilities; ship
outfitters and passenger lines; furniture leasers; schools and educational institutions of all
kinds and levels; nursing homes; correctional facilities; churches and religious and similar
institutions; facilities open to the public with scarce performed; and any other situation similar
to the examples set forth above. In these cases, the Seller reserves the unappealable acuity to
evaluate any claims and complaints of any kind and to make good the warranty only insofar as
the defects claimed are actually tributable to manufacturing faults in respect of normal use
conditions.*

Goods damaged while customer self-transport does not belong warranty.



Segis Vietnam Co.ltd

