

# Artopex Warranties

\* This warranty guide takes precedence over all other warranties in our price lists.

Artopex products are warranted to be free from defects in design, materials and manufacturing for a period specific to the product collection as indicated in the table below. If written notice of the defect is given to Artopex within the applicable warranty period, Artopex will repair or replace with comparable product, at Artopex's choice, without charge to the original purchaser, any part or product shipped after July 1, 2001, which fails under normal use as a result of such defect. On products warranted for a specified number of years of single shift usage, the warranty period will be reduced in a pro-rata manner when the products are used in a manner that exceeds the equivalent of a single shift forty (40) hour work week.

Products used 24/7 or in high traffic public spaces are covered by the warranty for 1 year from the delivery date. This warranty is the Customer's sole remedy for product defect. This warranty does not cover damage by a carrier in transit. Artopex makes no warranties, including the implied warranties of market value or utility for a particular purpose, other than the express warranties contained herein. There are no other warranties express or implied. Artopex shall not be liable for consequential or incidental damages arising from any product defect.

Collections	Take Off Air Line Time Lockers	Genius Take Off conference Downtown collaborative furniture	Adjustables tables I Adjustables tables II	Receptions
Warranty	Limited life	Limited life	Limited life	Limited life
Restrictions	<b>10 years</b> Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc.	<b>10 years</b> Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc.		<b>5 years</b> Moving parts and components such as: sliders, levelers, pedestal casters, hinges.
	<b>5 years</b> Moving parts and components such as, slides, levelers, casters, hinges, etc. Artopex standard fabrics (part of the current Artopex cards)	<b>5 years</b> Moving parts and components such as: sliders, levelers, pedestal casters, hinges, etc. Artopex standard fabrics (part of the current Artopex cards)	<b>2 years</b> Electrical components and moving parts such as: motors, legs, control pads, control boxes, cables, etc.	
	<b>1 year</b> Non-standard fabric.	<b>1 year</b> Non-standard fabric.		
Not covered by the warranty	C.O.M. Products	C.O.M. Products	Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.	Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.
	Ballasts and light bulbs.	Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.		
	Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.			
NOKI	5-year warranty on mechanisms and parts; 1-year warranty on labor.			

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Collections	Metal Express Metal	Axel system Nano Take Off System Uni-t	Task and Visitor Seating Lounge and Beam Seating Downtown Seating
Guarantee	Limited life	Limited life	10 years
Restrictions	<b>5 years</b> Moving parts and components such as: sliders, levelers, pedestal casters, hinges. Artopex standard fabrics (part of the current Artopex cards)	<b>10 years</b> Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc.	
		<b>5 years</b> Moving parts and components such as: sliders, levelers, pedestal casters, hinges, etc. Artopex standard fabrics (part of the current Artopex cards).	<b>5 years</b> Moving parts and components such as: casters, cylinders, arms, sliding seats, adjustable backrests, headrests. Plastic components. Artopex standard fabrics (part of the current Artopex cards).
	<b>1 year</b> Non-standard fabric.	<b>1 year</b> Non-standard fabric.	<b>1 year</b> Non-standard fabric.
Not covered by the warranty	Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.	C.O.M. Products	C.O.M. Products
		Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.	Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.
NOKI	Mechanism and parts under warranty for 5 years, and 1-year warranty on labor.	Mechanism and parts under warranty for 5 years, and 1 year warranty on labor.	

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Collections	Accessories	Mute Box	Protective screens	Home office	Non-standard products for all collections
Guarantee	Limited life	2 years	1 year	1 year	1 year
Restrictions	<b>10 years</b> Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc.			The warranty covers normal residential use.	
	<b>5 years</b> Moving parts and components such as, slides, levellers, casters, hinges, etc.				
		<b>10 years</b> For other furniture and seating. refer to standard Artopex warranty.			
Not covered by the warranty	Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.		Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.	The warranty does not cover defects resulting from commercial use, does not apply in the event of negligence, misuse, abuse, modification of products, accident and if maintenance was not done in accordance with the recommendations available on our website.	Products that have been modified or have not been installed or used according to Artopex application and installation guidelines.
	Ballasts and light bulbs.				Special finishes applied to Artopex products.
NOKI	5-year warranty on mechanisms and parts; 1-year warranty on labor.				1-years warranty on parts and labor.

# Artopex Conditions

## Prices and Payment

All prices shown in this price list are retail prices and are subject to change without notice. Prices do not include installation and shipping costs. Taxes are extra. These prices are guaranteed for 30 days from the date of quotation and are firm and final after acceptance of the order. Orders are invoiced at the time of shipment. Terms of payment are net 30 days from date of invoice. All products sold by Artopex shall remain its property until full payment is received. Artopex reserves the right to defer or cancel all shipments related to an account in payment default and even to refuse any order from a distributor whose account is in default.

## Orders

Artopex requires that all orders be submitted in writing to avoid errors and/or duplication. The purchaser is responsible to submit complete orders. Incomplete or incorrect orders (finish colors missing, etc.) will be processed upon reception of the complete information and normal production lead-times will be applied from the date that the complete information is received.

## Acknowledgments

Artopex confirms orders with an acknowledgment that lists the details of the products to be delivered as well as the ready to ship date (not the actual shipping date). This acknowledgement binds the parties and it is the purchaser's responsibility to verify that the acknowledgment information is correct. The purchaser must notify Artopex in writing of any errors within 48 hours. Corrections after 48 hours could be subject to extra charges, see "Changes and Cancellations".

## Warehousing

Artopex reserves the right to invoice the purchaser for warehousing fees in specific cases. For more information, refer to the Warehousing Policy.Shipping

- A) Prices are F.O.B. factory, collect.
- B) Artopex will choose the carrier unless otherwise specified by the purchaser. Goods will be handed over to the common carrier in good condition; Artopex liability ceases at this point. Deliveries will be done at the purchaser's loading dock. The purchaser should have an loading dock able to accommodate 53' trailers and must supply the loading personnel.
- C) Claims: Artopex is not responsible for damage that occurs in transit or in storage. It is the purchaser's responsibility to examine goods upon receipt. All damages or missing items must be noted and signed by the carrier's representative. Failure to provide an adequate description of the lost items or damages to the carrier could result in the carrier's refusal to honor the claim. It is the purchaser's responsibility to obtain information on the carrier's claim policies and to send any claims to the carrier.
- D) If the order has been shipped directly to your client, you must follow the same procedure as described above.

## Return of Goods

- A) No merchandise may be returned without Artopex written consent and shipping instructions. If this procedure is not followed, the merchandise will not be accepted by the factory and will be returned collect without further notice.
- B) Goods must be returned properly packaged and all boxes must be clearly marked with the authorization number.
- C) Return of items authorized by Artopex are subject to a charge of 25% plus freight (and customs, if applicable) and repair costs (if required).

## Product Specifications

Artopex reserves the right to modify the specifications of products, materials, design or accessories without notice. Artopex also reserves the right to cease production of any product at any time. The products, accessories, materials and finishes as described in the price list prevail over the content of brochures or flyers. The weights and volumes shown in the price lists include packaging and are approximations.

# Warehousing Fees Policy

In the eventuality that you need to postpone the scheduled delivery date of a ready to ship order, a temporary storage service may be provided to you, space permitting, under the following conditions:

For all orders:	
Grace Period	<ul style="list-style-type: none"><li>• The first three weeks following the initial shipment date.</li></ul>
Applicable Fees	<ul style="list-style-type: none"><li>• A fee equivalent to 0.5% of the net order amount per subsequent week will be assessed.</li><li>• Minimum charge of \$250 per week.</li></ul>
Order Invoicing	<ul style="list-style-type: none"><li>• By the fourth week from the initial shipment date.</li></ul>