

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 such as airports and hospitals 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 | Metal Express Metal |
|-----------------------------|--|--|---|---|---|
| Warranty | Limited life | Limited life | Limited life | Limited life | Limited life |
| Restrictions | 10 years Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc. | 10 years Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc. | | 5 years Moving parts and components such as: sliders, levelers, pedestal casters, hinges. | 5 years Moving parts and components such as: sliders, levelers, pedestal casters, hinges. Artopex standard fabrics (part of the current Artopex cards) |
| | 5 years Moving parts and components such as, slides, levelers, casters, hinges, etc. Artopex standard fabrics (part of the current Artopex cards) | 5 years Moving parts and components such as: sliders, levelers, pedestal casters, hinges, etc. Artopex standard fabrics (part of the current Artopex cards) | 2 years Electrical components and moving parts such as: motors, legs, control pads, control boxes, cables, etc. | | |
| | 1 year Non-standard fabric. | 1 year Non-standard fabric. | | | 1 year 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. | 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. | | | | Mechanism and parts under warranty for 5 years, and 1-year warranty on labor. |

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| Collections | Axel system Nano Take Off System Uni-t | Task and Visitor Seating Lounge and Beam Seating Downtown Seating | Essentia Essentia Conference | Accessories | Non-standard products for all collections |
|-----------------------------|--|---|--|---|---|
| Guarantee | Limited life | 10 years | Limited life | Limited life | 1 year |
| Restrictions | <p>10 years</p> <p>Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc.</p> | | <p>10 years</p> <p>Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc.</p> | <p>10 years</p> <p>Electrical components such as multi-outlets, wall plugs, electrical systems, metal wire management, wire trough, etc.</p> | |
| | <p>5 years</p> <p>Moving parts and components such as: sliders, levelers, pedestal casters, hinges, etc.</p> <p>Artopex standard fabrics (part of the current Artopex cards).</p> | <p>5 years</p> <p>Moving parts and components such as: casters, cylinders, arms, sliding seats, adjustable backrests, headrests.</p> <p>Plastic components.</p> <p>Artopex standard fabrics (part of the current Artopex cards).</p> | <p>5 years</p> <p>Soft-Touch Artopex standard fabrics (part of the current Artopex cards).</p> | <p>5 years</p> <p>Moving parts and components such as, slides, levellers, casters, hinges, etc.</p> | |
| | <p>1 year</p> <p>Non-standard fabric.</p> | <p>1 year</p> <p>Non-standard fabric.</p> | <p>1 year</p> <p>Non-standard fabric.</p> | | |
| Not covered by the warranty | C.O.M. Products | C.O.M. Products | Wood is a natural product that can exhibit variations in hue and growth-related irregularities. Due to its fragile nature, discoloration, scratches and surface wear are not covered by the warranty after delivery. | 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. |
| | 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. | 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 | Mechanism and parts under warranty for 5 years, and 1 year warranty on labor. | | 5-year warranty on mechanisms and parts; 1-year warranty on labor. | 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".

Changes and Cancellations

Order cancellations or changes are subject to acceptance by Artopex. Special order items and upholstered items (standard or COM fabrics) already in production are not subject to change or cancellation under any circumstances.

- A) Changes: Standard product already in production will be subject to a 25% change surcharge. Changes to the lead-times must be anticipated.
- B) Cancellations: Artopex reserves the right to invoice the purchaser for any items already in production at the cancellation date and for lost profits on the remaining items.

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 a 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 event that you postpone the delivery date of a ready to be shipped order, a two-week grace period will be granted, starting on the initial ship date. Thereafter, a temporary warehouse service may be provided, if space permits. A new purchase order will be forwarded for the warehousing fees.

- ☞ **First week:** A fee equivalent to 2% of the net order amount will be charged.
- ☞ **Second week:** A fee equivalent to 1% of the net order amount will be charged.
- ☞ **Minimum charge of \$250 per week**

If the goods are not shipped after two weeks of warehousing with fees, Artopex will then invoice for the order. The warehousing fees will continue to be applied until the day of shipment.

- ☞ **Order under \$49,000 net** – 1% of net price, per week
- ☞ **Order above \$50,000 net** – 0.5% of net price, per week
- ☞ **Minimum charge of \$250 per week**

Certain restrictions may apply, please contact your Customer Experience Agent.