

WARRANTY LETTER

We, Rockworth Public Company Limited, hereby warrant that the products manufactured are merchantable and free from defects in material and workmanship and in conformity with our standard specifications in effect at the time such products were manufactured for a period of **10 years**, from the date of delivery and installation. Our exclusive remedy for a defective product that fails under **normal commercial office use** will be repair or replacement with a comparable product or component, free of charge.

The following materials and components below are covered by limited warranty from the date of purchase:

Component	Limited Warranty From the Date of Purchase
Veneers, fabrics and coated glazes	5 years
Seating	5 years
Customer's Own Design (COD)	5 years
Sofa	3 years
Worktools	2 years
Interior fit-out	2 years
Non-standard special products	2 years
Electrical components (except ballast and light bulbs)	1 year

The warranty is subject to the provisions that some natural variations occurring in wood, leather or other natural materials are inherent to their character and not considered defects. We do not warrant the color-fastness 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 buyer, is not warranted. Normal commercial office use is defined as the equivalent of a single-shift, 40 hour workweek usage.

Our warranty shall not apply to normal wear and tear or in the event products are damaged as a result of misuse, abuse, neglect, accident, improper application, modification or repair or attachments to the product not approved by us. The warranty shall not apply to products used for rental or hire purchase purposes. The warranty shall not apply to any damage caused from shipment by any persons not authorized by us.

No products will be accepted for return without prior approval. We shall have the right to inspect any products claimed as a defective product at the buyer's premises, or require the buyer to return the product to us for inspection at our premises. Transportation charges covering returned products will be borne by us only if such products are proven to be defective, are covered by this warranty, and are returned within the warranty period stated above.

Our Authorized Dealer is our mutual partner in supporting the warranty requests. To obtain service under this warranty, please contact our Authorized Dealer.