



# MARKETING ANNOUNCEMENT

## Warranty Specification of UFOU Office Products

**Thank you for becoming a valued user of our company. Our products are trustworthy.**

**UFOU (Shanghai) Intelligent Technology Co., Ltd. (hereinafter referred to as "UFOU") hereby states: For the products you purchased from UFOU, we will provide a 5-year warranty regarding the overall quality and lifetime maintenance service. Within the warranty period, UFOU will provide after-sales service as per the following commitments :**

### **A. Definition:**

1.1 **Defects** - the product is defective in material or workmanship, including:

- a) Defects that already exist when you purchase the product from UFOU or obtain it from the
- b) authorized dealers.
- c) The product cannot be used normally if you operate it according to the assorted materials and
- d) documents.
- e) Failure within the warranty period provided that maintenance is performed according to the
- f) Maintenance Manual.

1.2 **Normal use** - Use in accordance with the laws and regulations of the country and region



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where the product is used (including but not limited to the building and electrical codes), the manufacturer's recommendations, the instructions attached to the materials and documents accompanying products.

## **B. After-sales Service Agreement**

- 2.1 This warranty applies only to the original purchaser of the product and is not transferable.
- 2.2 The warranty period is calculated from one month after the date of production or the date of acceptance by the original buyer, whichever is earlier. The project acceptance form is an essential condition of the commencement of the warranty period. This warranty covers the defects occurred under the normal conditions of use of the product.
- 2.3 The product warranty period is valid under the frequency of use of 5\*8=40h per week and normal office environment. In case of the overload use or under non-office environment, the warranty period will be converted as per the actual hours used; under the non-office environment (e.g.canteen, reading room and public open area), the product warranty period will be reduced by 20%; reasonable storage and service environment(a. A building that is dry, completely enclosed and protected from natural factors; and b. Fully heated, ventilated and air conditioning to maintain indoor temperature between 40°F and 90°F(4°C and 32°C) and relative humidity between 25% and 55%) must be guaranteed, otherwise the warranty period will be invalidated.
- 2.4 The Purchaser shall propose the maintenance requirements in writing during the warranty



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period. UFOU will select a. Free maintenance; or b. Replace with equivalent parts or products.

Note: The warranty of overall quality refers to the main architecture and durability of the products. The warranty of some products and parts and exceptions are listed separately as below.

Parts	Warranty period
Back and metal support mechanism of office chair; main metal supports of other chairs; steel cabinet, steel storage; metal frame and module of screen; metal frame and support of desks; frame of telephone booth.	10 years
Five-star base and gas spring of office chair; plastic seat shell; seat base foam; wooden cabinet; wooden frame structure of sofa; solid wood veneer; general painted surface; guide rail, mechanical lock; hinge; support arm of display; PET board;	5 years
Powder coating; caster; foot pad; glass/Acrylic screen; wooden seat plate; chair armrest, tablet assembly, movement component of metal part of seat footrest; electroplated coatings; mesh fabric; fabric; leather; marble (artificial marble).	3 years
Electronic lock; power module; lifting controller; lamps; light strip, power track; elastic paint; products customized as per client's requirements and with the materials provided by the customer;	1 year

**The following phenomenon won't be regarded as product defects or process defects:**

**A. Natural materials and technological characteristics**

- i. Wood products:



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- i. Natural grain difference
  - ii. Live knots of wood that do not affect the structural strength
  - iii. The color difference of appearance caused by the color difference of raw materials
  - iv. Natural aging discoloration and color difference between different batches
  - v. Visual color difference of same color of wood grains from different angles under the splicing conditions.
- ii. Leather:
    - i. Difference in the primary texture of leather surface (such as: Pore density differences at different locations, minor discrepancy in gloss, difference in the flexibility and hardness, mild vein marks, mild neck marks, etc. )
    - ii. The color difference caused by the mixed use of genuine leather and artificial leather.
    - iii. Natural aging discoloration and color difference between different batches;
  - iii. Stone materials:
    - i. Natural texture
    - ii. Lines on the stone materials, slight marks, gaps, cracks and rifts that can be repaired
    - iii. Non-resistant to stain, penetration resistance of natural stones;
  - iv. Other surface materials: Minor color difference between different batches (such as: fabric color of products of additional order/replenishment order/paint color of wood veneer/color difference between the powder coating and original single product);



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## **B. Information Concerning the Use**

- 2.1 Normal wear from use and aging (e.g. normal wear and tear of desktop and seat surface, wear of leather surface and cloth);
- 2.2 High frequency of use, wear and excessive consumption caused by using materials and products that are not suitable for public areas;
- 2.3 Abnormality caused by abnormal use or maintenance (Such as: collapse, rupture deformation of tablet/armrest caused by someone sitting on the tablet or chair armrest, or other damages resulted from pressure of excessive loads; for products with coatings, its surface is disposed and stained with cleaning fluids or disinfectants that may cause corrosion and damages to the coatings; rapid denaturation/failure caused by brushing, bumping and cutting products with sharp hard objects );
- 2.4 Changes of products that have undergone surface treatment, including color or size changes caused by heating, excessive rinsing or exposure to intense lights;

**If the following situations occur, deal with them through negotiation based on technician's conclusion after inspection:**

- i. Product damages caused by use in an outdoor environment (such as: severe color fading and weathering of fabric/leather/powder due to sunlight exposure and relevant products get damp, moldy and rusty due to outdoor use);



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- ii. Fading of fabric, leather and plastic caused by prolonged indoor sunlight;
- iii. Damages or function failure because the product immerses in water/gets damp (such as the surface scratch of desk board surface, residual water from cleaning desktop penetration into the board, water leakage of table planter/fishbowl/tea cup, bulging and deformation of countertop caused by water dripping of interior pipes, short circuit and failure of electronic components under humid environment);
- iv. Problems caused by the raw materials provided or designated by customer (for example, the fabric designated by customer is not suitable for the sofa cloth wrapping technology, so the defects of the sofa appearance are not covered by the warranty scope);
- v. Problems caused by customer's modification, resale or relocation;
- vi. Beyond the warranty period;

Note : Tempered glass products have a certain self-explosion rate. If they explode spontaneously, we provide free replacement service (excluding the bursting caused by external force and other reasons.)

Due to limited space, this statement cannot list all the objective factors affecting the normal use of furniture or causing damages to furniture, including but not limited to commonsense factors and unpredictable factors. In such case, the technician's inspection results should be the basis for coordination between two parties. In case of any conflict between the above terms and conditions and relevant national laws and regulations, the laws and regulations shall prevail.



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## **Special Notes:**

**The original buyer is reminded to deal with the transfer of UFOU products carefully so as to ensure the relevance and continuity of maintenance service;**

**With regard to the remedy or repair of the product defects corresponding to this statement, if any collateral injury and consequential damages, both parties shall handle through negotiation; this statement is part of the Purchase and Sale Contract signed between you and UFOU, and will be bound, affixed with seal and filed together with the contract as an attachment.**