

# OUR COMMITMENT TO YOU.

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## Thank you.

In KOKUYO, We believe in creativity, not just the beauty and the usefulness of the product. But always into the consideration of combining PEOPLE with our DESIGN.

Based on our fundamental policy of "Customers will always side with creative value". We strive to develop products that offer something new yet useful to everyone. A product that is not only built and design to last, however when exception arises, you could depend on us for giving you the ease of mind.

## WARRANTY & SERVICING

All KOKUYO products is warranted as per below terms and conditions from the date of purchase.

Warranties may varies from region and countries based on the products specifications.

KOKUYO will repair or replace with comparable product if it deem subject to replacements.

All replace items or products at its option and free of charge, any product, part or component which fails under normal usage and under the warranty coverage period.

### 1 YEAR

#### Product appearance and surfacing

Discoloring or fading of coatings and resin parts.  
Wear and tear for seat fabric / leather upholstery.

### 3 YEARS

#### All service parts

All mechanism including seating mechanisms and non-electrical user-adjustable work surface mechanism.  
Including gas lift unit and castor wheels.

### 5 YEARS

#### Structure

**WARRANTY DOES NOT COVER**

- Normal wear and tear.
- Failure to apply, install or maintain products according to guideline and instruction available on the user's manual.
- Abuse, misuse, accident of products.
- Illegal alteration and modification of the product.
- Variations occurred on surface materials (e.g. matching grains, textures and colours across dissimilar substrates and lots).
- The substitution of any unauthorized non-KOKUYO components for use in the place of KOKUYO components in an integrated product solution.

**SERVICINGS**

Servicing is subject to billing in the following cases even within the aforementioned warranty periods.

- Damage due to improper use or authorized servicing or re-modeling by any 3<sup>rd</sup> party.
- Damage due to negligent handling, transportation, dropping or others self-inflicted damages.
- Damage due to natural disaster or the acts of God.

Servicing will be chargeable after the aforementioned warranty periods.

For any details or time of servicing please contact your dealer.

**KOKUYO reserves the right to request that the damaged product be returned before replacement.**

The warranty is non-transferable and valid only for the original purchaser.

For more information on us, our products and warranties, please log on to:

[www.kokuyo-furniture.com](http://www.kokuyo-furniture.com)