



## Studio TK Warranty

Studio TK™ warrants that Studio TK products are free from defects in materials or workmanship for a period of five (5) years for indoor use and three (3) years for outdoor designated products, subject to the exceptions listed below. Studio TK shall repair or replace with a comparable product, at Studio TK's discretion, any part or product sold after September 23rd, 2013, which fails under normal use as a result of such defect. This warranty applies to the original purchaser of the product. For all purposes of this warranty the term "purchaser" is defined as the entity or individual acquiring a new Studio TK product as the initial purchaser.

\*First manufacture date.

### Exceptions to this warranty include:

- For all fabrics and leathers, the originating manufacturer warranties apply.
- Studio TK warrants its seating products based on a single shift (40-hour week). Usage beyond a single shift (40-hour week) will result in a reduction of the warranty in proportion to the increased usage;
- Pneumatic cylinders for all seating products, unless otherwise stated, are warranted for two (2) years of single-shift (40-hour week) usage from date of delivery.
- Electrical components, unless otherwise stated, are warranted for one (1) year of single-shift (40-hour week) usage from date of delivery.
- All Vondom alliance products - see next page for Vondom warranty information.
- All POINT Outdoor collection products have a three (3) year warranty.

### This warranty does not include:

- Customer's Own Material or finishes applied to Studio TK products;
- Natural Wood Veneer (a natural material) which may carry shade differences between veneer sheets, and will be more apparent between differing lots and fading on wood veneers that can be caused by exposure to U.V. rays/sunlight;
- Wood color, grain and stain acceptance which may occur due to the natural elements of wood;
- Products which have been modified or used according to Studio TK's application and installation guidelines or warnings;
- Products that must be replaced due to normal wear and tear, negligence, abuse, accident or shipping damage;
- Products used for rental purposes.
- Products that have been damaged due to use and/or storage in irregular or extreme environmental conditions. Products are designed for a typical office environment that is limited to 65% relative humidity or less, and with temperatures between 64° F (18° C) to 76° F (24° C).
- Outdoor use is approved exclusively for products explicitly designated for that purpose by Studio TK. The formation of rust, corrosion, or pitting on any product resulting from outdoor use does not constitute a defect in materials, finishes, or workmanship and is therefore not covered under this limited warranty.
- This warranty excludes fabrics, leathers and any other textiles from normal shrinkage, wrinkling, stretching, and natural wear and tear. For quality standards, Studio TK specifically excludes certain fabrics from products due to excessive factors listed above.
- Studio TK does not warrant marks, scars, or wrinkles occurring naturally in leather
- Studio TK will not accept warranty claims for pattern matching distortions, deviations or misalignments when patterned or striped textiles are applied to modular furniture. Studio TK does not recommend using patterned or striped textiles on modular furniture including, but not limited to, Borough Lounge, Vettore, Infinito and Clique.

In no event shall Studio TK be liable in either tort or contract for any loss or direct, special, incidental, consequential or exemplary damages.

*This warranty is the customer's sole remedy for product defect. Studio TK makes no warranties, including the express or implied warranties of merchantability and fitness for a particular purpose, other than the express warranties contained herein.*



## VONDOM Warranty

VONDOM, in alliance with Studio TK, warrants this product against defects in materials and workmanship under normal use for a period of two (2) years from the date of retail purchase by the original end-user purchaser (“warranty period”). If a hardware defect arises and a valid claim is received by Vondom within the warranty period, at its option and to the extent permitted by law, VONDOM will either (1) repair the product at no charge, using new parts or refurbished parts that are equivalent to new in performance and reliability, (2) exchange the product with a product that is new or refurbished that is equivalent to new in performance and reliability and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. Vondom may request that you replace defective parts with user-installable new or refurbished parts that Vondom provides in fulfillment of its warranty obligation.

A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by Vondom, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes VONDOM property. Parts provided by VONDOM in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, the product for which the refund is provided must be returned to VONDOM and becomes VONDOM’S property.

### EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to the products manufactured by or for VONDOM that can be identified by the “VONDOM” trademark, trade name, or logo affixed to them. VONDOM is not responsible for damage arising from failure to follow instructions relating to the product’s use. This warranty does not apply: (a) to consumable parts, such as batteries, or protective coatings designed to diminish over time unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports; (c) to damage caused by use with non-VONDOM products; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external causes; (e) to damage caused by operating the product outside the permitted or intended uses described by VONDOM; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of VONDOM or an VONDOM Authorized Service Provider; (g) to a product or part that has been modified to alter functionality or capability without the written permission of VONDOM; (h) if any VONDOM serial number has been removed or defaced.