

# 10 Year Product Warranty

Formetiq® & Metalicon®

formetiq®

 METALICON®

**Formetiq® and Metalicon® products are manufactured to high standards, meeting at least BS EN527-1:2011 and BS EN14073-2:2004 requirements respectively. To uphold the warranty, customers must use the product as intended and adhere to all usage and maintenance guidelines provided with the product. This warranty covers defects in materials and workmanship under normal use for a period of ten (10) years from the date of purchase, with exceptions noted below.**

## EXCEPTIONS

### 5 Years:

Stacking chairs, seating components including controls, adjustable and height adjustable mechanisms, gas lifts and electrical items – excluding Access and Form In-Desk Power Modules (see below).

### 1 Year:

Access and Form In Desk Power Modules.

### Fabric:

Fabrics and leathers are covered by warranties provided by their respective manufacturers. We recommend referring to each manufacturer's warranty for specific details. Each fabric specification varies, and it is crucial to consider its intended use. Arrow Group Global Ltd cannot be held responsible for any incorrect specifications of fabric chosen for tailoring or wear.

### Non-Standard Furniture:

Non-standard furniture, characterised by unique, custom designs or featuring non-standard modifications, functions, or construction solutions outside the standard range of Arrow Group Global Ltd furniture at the time, may not be covered under this warranty.

## EXCLUSIONS:

The warranty excludes coverage for product failure or loss arising from the following:

- Normal wear and tear.
- Failure to adhere to published Arrow Group Global Ltd or manufacturer instructions and guidelines for application, installation, or maintenance.
- Abuse, misuse, negligence, accidental damage or alteration.
- Accessories, connected materials and products, or related products not manufactured by Arrow Group Global Ltd.
- Exposure of products to extreme environmental conditions or improper storage.

The warranty does not cover:

- The product being used for purposes other than its intended use.
- Defects in the product caused by non-conforming furniture installation, care, or operation instructions.
- Instances where the Buyer or a third party disassembled, improperly transported, incorrectly assembled, damaged, or lost parts of the Products.
- Defects that arise if the Buyer assembled or temporarily stored the Products in premises undergoing construction or decoration works.

- The Buyer failing to notify us of defects and breakdowns within a reasonable time after noticing or should have reasonably noticed them.
  - Natural variations in leather, such as scars, wrinkles, and other marks
  - Variations in the linearity of grain in melamine faced chipboard and laminates within the same batch, as well as discrepancies in colour, grain, or texture matching.
  - Colour fading due to aging or exposure to sunlight.
  - Normal wear and tear, including changes in surface finishes due to aging or exposure to UV light.
  - Products purchased through an unauthorised dealer, installer or second-hand.
  - Unauthorized repairs or modifications.
  - The product being subjected to extreme conditions or environments that are not recommended by the manufacturer.
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#### FILING A WARRANTY CLAIM:

In the event of a claim, please contact our business support team directly if you purchased the product from Arrow Group Global Ltd or contact the authorised furniture reseller from whom you made the purchase. You will be required to provide them with:

1. Proof of purchase (e.g. order confirmation or invoice).
2. A detailed description of the defect, supported by photographic and/or video documentation.
3. Follow any additional instruction provided by our business support team.

Upon receiving a valid warranty claim, Arrow Group Global Ltd will, at its discretion:

- Repair the defective product at no charge, using new or replacement part.
  - Replace the defective product with a new product.
  - Refund the purchase price of the defective product.
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#### GENERAL LEGAL RIGHTS:

This limited warranty does not, in any way, affect your statutory rights.



Graham Temple  
*Chairman*