

## Limited Warranty Card

### Multi-functional single sofa

Model C02 / Sofa

#### Warranty duration

As stated in the order/contract

#### Product registration

Customer / organization

Order / contract number

Serial number / batch

Purchase date

Warranty start date

Warranty end date

Normal use location

Dealer / service contact

#### Coverage schedule

| Coverage category                             | Component scope                                                    | Term             |
|-----------------------------------------------|--------------------------------------------------------------------|------------------|
| Frame and structural joints                   | Covered manufacturing or material defect within the written terms. | Order / contract |
| Support, recline and movement assemblies      | Covered manufacturing or material defect within the written terms. | Order / contract |
| Upholstery and visible finish                 | Covered manufacturing or material defect within the written terms. | Order / contract |
| Contact parts and expressly included fittings | Covered manufacturing or material defect within the written terms. | Order / contract |

## WARRANTY ADMINISTRATION

## Conditions, Claim Process & Service Record

### Activation and eligibility

Match the product name, model, serial number or batch and actual configuration to the written order. Keep the purchase record and completed warranty dates.

### Scope and exclusions

Coverage follows the written terms. Normal wear, consumables, cosmetic change, overload, impact, incompatible use, unsuitable environment and unauthorized alterations are assessed separately.

### Costs and remedy

Labor, travel, parts, replacement or other remedy are included only where agreed. A service action does not extend or restart the term unless expressly agreed.

### 1 Protect the product

Stop using the affected function if continued use could enlarge damage or create a hazard.

### 2 Submit the claim

Provide model, serial or batch, order details, date, affected assembly, clear photographs and the circumstances.

### 3 Obtain authorization

Keep the assessment and agreed remedy. Obtain authorization before alteration or replacement.

### 4 Close the record

Record the action, replaced component, completion date and customer/service acknowledgment.

## Service record

| Date / case | Issue / assembly | Authorized action | Acknowledgment |
|-------------|------------------|-------------------|----------------|
| _____       | _____            | _____             | _____          |
| _____       | _____            | _____             | _____          |

Customer signature / date

Authorized service signature / stamp / date