

MONARCH 10-YEAR WARRANTY

Effective 1st January, 2019

MONARCH ERGO PVT. LTD. warrants its Monarch furniture products for a period of **ten (10) years** from the date of initial purchase for the durability of materials, surface properties and functionality as well as the professional workmanship.

WARRANTY SERVICES

A warranty claim exists when a defect can be proven to have resulted from a failure in material, design or workmanship. During the applicable legal warranty period Monarch will supply all replacement parts free of charge, incl. packaging, transportation and installation. After that period Monarch warrants, at its own discretion, either to repair the product, or to replace it with a comparable one, free of charge. This guarantee does not apply to failure resulting from normal wear and tear. Any warranty service provided by Monarch will not result in a suspension or interruption of the existing warranty period; nor will it represent the start of a new warranty period.

START OF WARRANTY

The warranty period starts from the initial date of purchase. The first buyer has acquired Monarch furniture products directly from Monarch.

WARRANTY CLAIM PROCEDURE

In order to Monarch benefit from this warranty, a written notification about the damage must be submitted to Monarch immediately after it occurs, along with a copy of the invoice and a detailed description of the damage. A damage notification will be considered when submitted to Monarch within the warranty period.

Warranty restrictions and exclusions

For moving parts, electrical parts, media components and monitors, as well as wearing parts, the legal warranty applies exclusively. The Monarch warranty does not apply to product failure resulting from:

- Damages caused by customers' gross negligence or willful intent
- Improper handling, improper use or disregard of the Monarch operating instructions
- Damages caused by unusual environmental influences
- Damages caused by force majeure
- Damages caused by improper maintenance or repair
- Damages caused by alterations to the product requested by the customer
- Damages caused by improper transportation or reinstallation
- Damages caused by normal wear and tear

(e.g. changes in surface finishes due to aging or exposure to UV light)

Monarch reserves the right to request the return of damaged warranty products before replacing them. The liability of Monarch is strictly limited to the aforementioned obligations and it is expressly provided that Monarch is not liable for any consequential or incidental damages, operating or commercial losses or costs for legal proceedings.

OTHER CONDITIONS

This warranty is the only legal instrument that Monarch recognises for defective products, parts or components. The warranty is also excluded in cases where a customer submits a claim based on a legal or contractual warranty. The terms of this warranty are valid until recalled.