

OUR COMMITMENT TO YOU.

Thank you for choosing KOKUYO's products.

In KOKUYO, we believe that creativity is reflected not only in visual aesthetics and practicality of the products, but also in the supporting services of the products.

Adhering to the principle of "Enrich the world with our products." we are committed to providing customers with innovative and practical products, while focusing on providing quality assurance services. Within the scope of this warranty, we will be delighted to provide you with warranty services and solutions to problems that may arise during the use of our products.





WARRANTY & SERVICING

All KOKUYO products are entitled to the warranty services subject to the following terms and conditions from the date of delivery;

Warranty terms may vary between different geographic regions and individual product groups.

KOKUYO will repair or replace with comparable products or components, at its option and free of charge, during the applicable warranty period.

WARRANTY PERIOD

8-Year

Frames.

5-Year

Worktops, mechanism (mechanism under the seat surfaces).

3-Year

Armrest covers, movable parts (including lumber support, gas cylinders, 2D & 3D armrests, casters), locks, rails and resin parts.

2-Year

Electronic components (including liftable table legs and electrical desk adjustments), hinges, damper and spare parts (the warranty period of the spare parts after replacement is the rest of the period covered by the original warranty).

1-Year

Exterior/surface treatment (discoloration /fading of coating and resin parts, normal wear and tear of leather/fabric), lighting products.

Extra specials products, customized products (e.g., with design change and/or sizes larger than KOKUYO standards maximum dimensions)

※ KOKUYO will pass through to the original purchaser any warranty supplied by other manufacturers to the extent possible / discussed separately.

This warranty is not applicable to the following scenarios as a result of natural materials and other reasons:

- Natural discoloration of natural materials; lines and textures of wood/leather and natural lines, veins, marks, voids, fissures, or cracks found naturally in stone.
- The natural aging found in materials such as wood, fabric and leather which results in colors shifting during use.
- Dye lot variations in fabric, leather or wall covering (including batch color difference).
- Difference in colour due to mixed use of leather and faux leather.
- Changes in the surface-treated products, including aging or changes in colour due to exposure to light.
- Differences in woodgrain or knots.

Note: Regardless of the original warranty period of the products and materials agreed, in case of the above situation, all the parts and products will not be covered under this warranty.

This warranty does not extend to part and product damage from normal wear and tear, and the damage subjected to normal use or product damage due to improper man-made use, maintenance and/or storage.

- Normal wear and tear when subjected to normal use (including dents, scars, abrasions, aging), product modification, assemble with parts from other companies and improper use.
- Reverse crocking of dyes from clothing onto product.
- Foreign objects abrading fabric over time (including but not limited to fabric seat surfaces and sofa).
- Damages, marking or staining of surface due to contact with rubber or similar compounds.
- Damage caused by sharp parts of writing instruments or by foreign matters or damages due to prolonged exposure to direct sunlight after completion of the assembly.
- Changes in decibel level of motors or mechanisms utilized in height-adjustable products.

- Product is not installed and used as recommended in KOKUYO's written specification, installation and user guides.
- Products has been otherwise misused or suffered abusive damage.
- Any damages caused by improper treatment of the product including accidents, improper storage, handling, maintenance and/or exposure to unusual environmental conditions (including, but not limited to, extreme heat, water damage, cold, dryness, humidity, sunlight and lack of ventilation).
- Any damages made by natural disaster or in shipment, delivery or storage (unless the delivery is made by KOKUYO).

Note: Normal use frequency is 8 hours a day for 5 days a week.

Other circumstances that are not covered under this warranty.

- KOKUYO only performs tests for the production quality and safety of our own products. Therefore, products assembled by using parts that are not provided by KOKUYO will not be covered under this warranty.
- This warranty is void if ex-factory identification labels are tampered or removed from the products.
- KOKUYO will not provide this warranty against any non-standard KOKUYO products that have been manufactured based on the customer's design or requirements, or made by using customer's own or non-standard textiles and materials.

Exclusion Clauses

- This warranty extends only to the original purchasers or authorized dealers who acquire new product from KOKUYO, its subsidiaries, or its authorized resellers. Any product, part, or component must have been used according to KOKUYO's published instructions and installed and maintained by a KOKUYO factory-trained technician, or an authorized KOKUYO dealer installer.
- KOKUYO shall not be liable for loss of time, inconvenience, commercial loss, or incidental or consequential damages caused by exposed products to extreme environmental conditions or that have been subject to improper storage.



Legal Statement

- This undertaking statement contains all the warranties and remedies for our products and services. There is no other warranty, whether expressed or implied in the contract or other documents, including any warranty relating to design, merchantability or fitness for a particular purpose. In the event of any conflict between this Warranty (or any portion thereof) and any above-mentioned warranty, the terms of this Warranty shall prevail.
- Within the applicable warranty period, KOKUYO, as a supplier, will assume the obligation to repair or replace (subject to the choice of the customer) products and spare parts.
- In the event of any conflict between this Warranty (or any portion thereof) and any relevant provisions of laws and regulations, the relevant provisions of laws and regulations shall prevail.

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

For more information about KOKUYO products or update of this Warranty, please visit our website at: www.kokuyo.co.th

@2017 KOKUYO reserves the right of final explanation and revision.
This Warranty will come into force since March 1st 2017.