



## Warranty

Okamura Corporation (OKM) guarantees that the Products assembled by the authorized distributor (Distributor) in accordance with OKM's knockdown assembly manual shall conform to the Norms of ANSI/BIFMA X5.1-2002 or EN 1335-1/2/3 or EN 13761 except the Products or component parts specifically designed and manufactured to the specific order of Distributor shall be excluded from the coverage of OKM's warranty. Subject to this exception, the Products assembled as provided above shall be warranted by OKM to be free from defects in its design, materials and workmanship, affecting normal function.

This Warranty shall be valid only when Distributor certifies the date of ultimate sale at the point of delivery.

The warranty covered by this Warranty shall be effective for the following period from the date of original manufacture by OKM as identified by the labeled production lot number indicated on the mechanical region, and become void thereafter.

Product : Contessa II

Five (10) years	Structural components, including frames, shells, bases, operating mechanisms including adjustable arms
Three (3) years	Casters, mesh seat and upholster seat
Two (2) years	Gas cylinder , coating finish, mesh fabric & cloth, and arm-pads

During the above applicable warranty period, OKM or its subsidiaries will supply Distributor at main Port of the Distributor's location, before customs clearance, with genuine parts or their equivalent for the necessary repair of the defects and these parts will be for no charge to Distributor if used for warranty services. The repair service shall be undertaken by or for Distributor at the expense of Distributor.

The said warranty shall not apply when the said warranty period has expired, when the Products are used in irregular or overloaded manner, or when the Products are rented or leased, or when the Products are repaired or modified by those other than OKM or its authorized repair service agents including OKM's subsidiary companies or OKM's repair guides are not observed.



**OKM's warranty is exclusively and entirely expressed in this WARRANTY and it is in lieu of all other warranties, express or implied, including, but not limited to, any warranty of merchantability or fitness for a particular purpose. In no event shall OKM and its subsidiaries be liable for special, incidental, compensatory or consequential damages, including loss of profits.**

For this purpose, Distributor will always keep OKM informed of the details of whatever product claims Distributor has received from its end-users relating to the warranty of the materials, quality and workmanship of the Products as well as to their normal function of the Products while in normal use.

OKAMURA CORPORATION