

# Warranty Term (Business Partner)

Article 26, II, OF Law No. 8.078/90 grants a period of 90 (ninety) days to file claims for apparent defects or those easily detected in durable goods.

Products sold to resellers/distributors are covered by a warranty against manufacturing defects for 06 (six) years on the metal structures with a support function in chair, armchair, and sofa kits. Other components, whether individual or part of the kits, are covered under the following warranty:

Products Category – Chair and Armchairs	Warranty
Base with 4 or 5 supports (metal, thermoplastic, or aluminium)	12 months
Metal structure with support function (including beams)	
Thermoplastic stadium seat (*Note 1)	06 months
Seat structure	
Fixed base (wood)	
Armrests (metal, thermoplastic, aluminum, or wood)	
Lumbar support structure	
Mechanism	
Injected parts (PP/PU/Aluminum) and painted parts	
Gas lift (piston)	
Wheels and glides	
Imported chairs ( <b>FINE, FIT, NEW ERGON, POLLUX, SONG, VOLT, MONA, INBOX, and DRESS</b> )	
Imported chairs ( <b>ELITE and INLINE</b> )	Legal Warranty
FKASA line products, identified by codes beginning with the letter “A” (e.g., AANY6P000N178116170000000A30)	
Chrome finish	
Headrest (foam covered with fabric or mesh)	
Upholstery	

**Note 1:** Thermoplastic stadium seats are covered for manufacturing defects as per the table above. However, damage caused by extreme conditions such as chemical attack or improper use is not covered. Color resistance for plastic parts exposed to weather may last up to 02 (two) years, provided production includes UV protection.

Product Category – Tables	Warranty
Metal structure with support function	12 months
Fixed base (wood)	06 months
Wooden top	
Wheels and glides	
Wooden components	
Electric components of the FDESK line	
FKASA line products, identified by codes beginning with the letter “A” (e.g., AANY6P000N178116170000000A30)	Legal Warranty
Painted / varnished parts	

Product Category – Bookcases	Warranty
Metal structure with support function	12 months

POI-010\_004  
10/09/2025



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Wooden parts	06 months
Painted parts	
FKASA line products, identified by codes beginning with the letter "A" (e.g., AANY6P000N178116170000000A30)	Legal Warranty
Chrome finish	

Product Category – Whiteboards	Warranty
Erasability (when using FK Group approved markers)	12 months
Painted parts	
Wooden parts	

Product Category – Accessories	Warranty
Cushions	Legal Warranty
FKASA line products, identified by codes beginning with the letter "A" (e.g., AANY6P000N178116170000000A30)	

The periods listed in this Warranty include the 90 (ninety) days of legal warranty.

The warranty is granted based on use of 8 (eight) working hours per day, supporting up to 110 kg body weight, and compliance with usage, maintenance, and safety recommendations available at <https://fkgrupo.com/biblioteca/>. Coverage starts from the invoice date issued to the first purchaser, regardless of transfers to third parties. For different usage specifications, the warranty will be proportional to daily use.

FK Group ensures the availability of replacement parts during the product's useful life. The warranty for replaced parts expires with the warranty of the original parts.

This warranty certificate DOES NOT COVER:

- Defects and/or damages during transport, storage, installation, or assembly by third parties or the owner.
- Damages caused by accidents, drops, natural events, or disasters.
- Damages caused by termites, insects, or other pests.
- Alterations and/or modifications to the original configuration by third parties or the owner.
- Wearable materials such as upholstery, mesh, paint (coatings and varnishes), filling materials, or wheels, which are only covered by the 90-day legal warranty.
- Deformation of wooden components due to moisture exposure.
- Foam deformation up to 10% on seats and backs is normal, due to rupture of polyurethane microcells.
- Covering or finishing materials supplied by third parties.
- Damage of any type to components and coverings caused by friction, pressure, or misuse.
- Damages caused by improper efforts, fire, cuts, scratches, or misuse.
- Damages caused by weather exposure, outdoor use, or unsuitable conditions (uneven floors, excessive humidity, etc.).
- Worn finishes, damaged parts from heavy use or adverse conditions, oxidation or corrosion caused by cleaning products or improper maintenance.

POI-010\_004  
10/09/2025



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- Stains caused by chemical agents during cleaning, or marks from sharp objects used by the owner or third parties.

We recommend maintaining a preventive maintenance program, including cleaning and care of our products. Visit our website for tips: <http://fkgrupo.com/biblioteca/>

Warranty conditions may vary depending on the commercial contract signed with business partners.

In case of manufacturing defects, the final consumer must contact the company where the product was purchased, with the invoice in hand.

POI-010\_004  
10/09/2025



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