



warranty **TERMS**

CHAIRS

ARMCHAIRS

SOFAS

FK GRUPO WARRANTY TERMS

Article 26, II, of Law No. 8,078/90 provides a 90 (ninety)-day period for filing claims regarding apparent defects or defects that can be easily identified in durable goods. This statutory warranty is already included in the warranty periods set forth below.

1. Warranty for chairs, armchairs, and sofas

<i>Product Category – Chairs, armchairs and sofas</i>	<i>Warranty</i>
4 or 5 support base (metal, thermoplastic, or aluminum) - Metal structural frame providing support (including beam seating frames)	06 years
Thermoplastic stadium seat (Note 1*)	05 years
- Fixed base (wood) - Armrests (metal, thermoplastic, aluminum, or wood) - Seat structure - Lumbar backrest structure - Structure of the mechanism with electric or mechanical actuation - Mechanism - Injected parts (PP/PU/Aluminum) and painted parts - Gas lift - Caster and glide	18 months
- Imported chair (FINE, NEW ERGON, POLLUX, VOLT, MONA, INBOX, and DRESS) - Electric actuation components	12 months
- Other componentes - Imported chair (ELITE and INLINE) and products from the FKASA Line, identified by product codes beginning with the letter “A” (e.g., AANY6P-000N178116170000000A30)	Statutor Warranty

Note 1: The thermoplastic stadium seat is warranted against manufacturing defects in accordance with the table above. However, this warranty does not cover damage caused by extreme conditions, such as exposure to chemical products or use other than its intended purpose. The color stability of plastic parts exposed to weather conditions may be warranted for up to 02 (two) years, provided that the product is manufactured with the addition of a UV protector.

The warranty is granted based on use for 8 (eight) working hours per day, by users weighing up to 110 kg, and provided that the recommendations for use, maintenance, and safety available at <https://fkgrupo.com/biblioteca/> are followed. The warranty period begins on the date the sales invoice is issued to the first purchaser, regardless of any subsequent transfer to third parties. For use outside these specifications, the warranty period shall be adjusted proportionally to the daily duration of use.

The armchairs in the **Maxxer line** have different performance levels with respect to load capacity and are designed for users weighing up to 150 kg, provided that the conditions set forth in this Warranty Terms regarding hours of use and all other applicable recommendations are observed.

FK Grupo guarantees the availability of replacement parts throughout the product's useful life. The warranty for any parts that may be replaced expires at the same time as the warranty for the original parts.

This warranty certificate **DOES NOT COVER:**

- Defects and/or damage occurring during transportation, handling, storage, installation, or assembly performed by third parties or the owner;
- Damage caused by accidents, falls, incidents, or natural events;
- Damage caused by termites, insects, wood-boring pests, or other infestations;
- Alterations and/or modifications made to the original product configuration by third parties or the owner;
- Materials subject to wear and tear through normal use, such as upholstery, mesh, paint (including paints and varnishes), cushioning materials, and casters, are not covered by this warranty. These items are subject only to the statutory 90-day warranty.
- Deformation of wooden components caused by exposure to moisture;
- Foam deformation of up to 10% in the seat and backrest is considered normal due to the rupture of the polyurethane microcells.
- Upholstery or finishing materials supplied by third parties;
- Damage of any kind to components and upholstery subject to friction or pressure resulting from improper use of the product;
- Damage caused by improper efforts or damage caused by fire, cuts, scratches, or misuse of the product by the customer;
- Damage caused by exposure to weather conditions, outdoor use, or issues related to inadequate environmental conditions, such as uneven floors, excessive moisture, among others;
- Worn finishes, parts, or components damaged due to intensive use or exposure to adverse conditions, oxidation, or corrosion caused by cleaning products or maintenance performed with unsuitable products;
- Stains caused by chemical agents during product cleaning or marks resulting from the use of sharp objects or similar items by the owner or third parties.

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

Warranty conditions may vary according to the commercial agreement established with business partners.

The manufacturer shall be responsible for the shipping costs of warranty replacement components only to the address indicated on the sales invoice of FK Grupo's resellers/distributors. Shipments to addresses other than the one stated on the invoice shall be the responsibility of the resellers/distributors.

This warranty term does not apply to products purchased through the MoldKit Express platform. For these products, the warranty terms are available on the website <http://fkgrupo.com/biblioteca/> and on the platform itself.

In the event of a manufacturing defect, the end consumer must contact the company from which the product was purchased, providing the sales invoice.



maxdesign

frisokar

WELLNESS
AMBIENTES DE SAÚDE

ArKhe

KOKUYO

fkasa

