



PRODUCT POLICY 2022

WARRANTY

TERMS

Product warranty and terms

DFM warrants its goods to be free of defects in materials and workmanship for a period of five years from the date of purchase to original buyer, and for electrical components, DFM will be honoring outside suppliers' warranty, during warranty period. Failure resulting from normal wear and tear is not covered under the DFM warranty.

Colorfastness, or the matching color control samples including wood, laminate or textile swatches requires approval of submittal sample and acknowledgment of variation in color due to natural variations in base material and hand finishing application of final products.

Damage occurring from making or staining of veneer surfaces due to contact with rubber, pen, pencil or similar compounds as well as damage from sharp objects or imprinting from writing instruments are not covered under DFM warranty.

Products using customer supplied materials, fabrics, leather, pulls, hardware or any components manufactured by others are not covered under DFM warranty.

WOOD AND STONE

Wood and stone are natural materials with variations of color shade, configuration, streaks and grain structure. Each individual piece of furniture has characteristic markings that will differentiate from photographs or showroom samples. Due to the natural material used in manufacturing DFM products, variations may occur even in the architectural veneers and hardwoods. Unique characteristics inherent in some wood and stone species are beyond control of DFM and are not considered a defect.

SOLID WOOD

Solid wood surface shrinkage, cracking, checking and surface irregularities are to be regarded as normal and are expected to occur in settings where temperature and climate fluctuations occur throughout the day and seasons. Heat dries wood excessively so electrical components such as computers and transformers must not be placed directly on a solid wood surface otherwise cracking will occur through no fault of DFM and will not be covered under a warranty claim.

LAMINATE

Stress cracking of high-pressure laminate can be caused by external mechanical forces, but are generally caused by the normal dimensional.

Movements of the laminated assembly as it reacts to the surrounding environment. As with all wood-based products, high pressure laminates and

their substrates react to humidity changes.

Prolonged exposure to temperatures of 140°F (60°C) or higher may cause the laminate to separate from the core material.

DFM cannot be held liable for commercial losses. Consequential damages or other damages that may arise as a result of any defects or faults in the product. This warranty does not apply to any defects or damages caused during shipment or due to lack of proper care/maintenance or resulting from assembly or installation misuses or accident.

PAYMENT TERMS

DFM terms are Proforma for new customers (50% deposit with PO, 50% balance due before shipping) upon credit check DFM accounting department will provide terms to customers.

CHANGES AND CANCELLATION

DFM acknowledges purchase orders as a final and binding order. Any changes or cancellations of purchase orders a cancellation fee of 50% of the total order applies.

LOSS, DAMAGE DELAYS

DFM cannot be held liable for commercial losses, consequential damage or other damages that may arise as a result of any defects or faults in the product.

DFM is not liable for failure in shipment or performance if the delay or failure s shipment or performance if the delay is caused by acts of omission of customer, its agents, employees, contractors, a governmental office, or God. Delays in transportation or other similar causes that are not within DFM's reasonable control. DFM is excused from further performance of its obligations for the duration of a force majeure cause.

STORAGE

If a customer cannot accept delivery of their order when products are ready at DFM's dock, it is the customers responsibility to arrange transportation of product invoiced at that time. DFM can offer storage of product, first 30 days no charge, after 30 days 1.5% of total order will be billed to customers. Customer is responsible for actual storage charges and any other expenses relating to the storage of products or materials. Customers bear all risk of loss or products materials in storage.

Product warranty and terms

PACKAGING AND SHIPPING

DFM's case good products are shipped in components form. Tops and panels are shrink wrapped with cardboard corner protection. Pedestals, storage units, overhangs and vertical storage units are wrapped with furniture blankets and shrink wrap with cardboard protection. Furniture blankets are returned to DFM for reuse. If the customer requests special shipping or delivery methods, the customer is responsible for any extra costs that may result.

CLAIMS

All blanket wrapped shipments must be unwrapped and inspected at the dock, in the presence of the driver. Claims for concealed damage or subject to inspection will not be honored on blanket shipments. All cartoned shipments must be inspected for visual outside damage to the package. Damages and piece count shortages must be noted on the bill of lading. Freight claims must be filed within 30 days (including cartoned shipments with concealed damages). Contact customer service for warranty – freight claim form customerservice@dependablefm.com

All returns will be authorized by customer service or certified representative of DFM and will be shipped to the factory at the expense of DFM and will be shipped back at the expense of the purchaser.

FIVE-YEAR LIMITED WARRANTY

For products sold after January 1, 2019, subject to the limitations, exclusions and disclaimers set forth below, (which are expressly incorporated herein), DFM warrants its products to be free from defects in workmanship and materials for a period of five (5) years after the date of original shipment (the "warranty period"), provided the product is used in the manner and under the conditions for which it is designed.

LIMITATION OF LIABILITY

1. This warranty shall apply only if (i) Purchaser notifies Seller in writing of the claimed defect within 30 days of discovery; (ii) Purchaser discovers the claimed defect within the Warranty Period; (iii) Purchaser allows Seller to inspect the Goods claimed to be defective; and (iv) Seller or its representative confirms the defect in writing to Purchaser.

2. This DFM Limited Warranty extends only to defects in materials and workmanship which occur during "normal use and service" as defined below, and it does not apply to: (a) Goods that have not been maintained in accordance with instructions or that have been accidentally damaged; (b) defects attributable in any way to installation, modification, cleaning, or repair made by any party other than DFM; or (c) mishandling, accident,

fire, lightning, other hazards whether natural or man-made, or shipment. "Normal use and service" means that the product will be used in a typical office environment for 40-45 hours per week.

3. Products that are non-standard are not covered under this warranty.

4. Further, this warranty shall not apply if (a) Purchaser or a third party modifies or repairs the Goods without DFM's prior written approval; or (b) after discovery of a defect, Purchaser fails to take prompt and reasonable steps to prevent the defect from becoming more serious. If Goods are repaired in the field by someone other than DFM, then the warranty on that repair is from the person or company making that repair, not DFM.

5. DFM offers no warranty, either implied or expressed, on any fabrics or leathers. Fabrics and leathers carry warranties from the fabric manufacturer or reseller, and most contract fabrics and leathers have only a one to two-year warranty period. Please refer to each reseller's warranty before specifying. Because every fabric specification is different and application for use must be taken into consideration, DFM shall not be held responsible in any manner for wrong specification of fabric, and does not guarantee specified fabric for tailoring, wear, durability, or light fastness. DFM makes no warranty of any kind with respect to "customer's own materials" (COM), non-standard materials selected by and used at the request of the purchaser.

6. Variations in grain, color, marks, scars, texture and pattern of wood, leather and textiles may occur as a result of nature, dye lot, exposure to light, and aging. DFM makes no warranty with respect to matching of grain, textures, pattern or colors of such materials, including an exact match to wood chips, color samples, or swatch cards.

7. (Choose text about outdoor wood use)- The formation of rust and/or corrosion on these series due to outdoor use does not constitute a defect in materials and workmanship, and is not covered under this warranty.