



PRODUCT POLICY 2024

# WARRANTY

Terms

## Product warranty and terms

We remain committed to providing you with high-quality furniture that elevates your workspace. Please read the following warranty disclaimers carefully to understand the scope of our warranty coverage:

•For products sold after January 1, 2019, subject to the limitations, exclusions and disclaimers set forth below, 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. During the warranty period, Dfm will, at its option (upon inspection by an authorized Dfm representative) repair, replace or refund the purchase price of any product if it is deemed to be defective in material and workmanship and is covered by this warranty.

•For hardware and electrical components, DFM offers a one-year warranty. Failure resulting from normal wear and tear is not covered under the DFM warranty.

•Products using customer supplied materials or components manufactured by others are not covered under Dfm warranty

•This warranty does not apply to defects or damages caused during shipment or due to improper care, lack of maintenance or as the result of incorrect installation, any misuse or accidents.

•To initiate a warranty claim, Dfm is responsible for conducting a comprehensive evaluation of the product or service. Subsequently, this evaluation must receive authorization to ensure proper processing.

While we stand behind the durability and performance of our high-end products, it's important to note that below inherent characteristics of materials used in our products are not covered by this warranty:

•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 product, variations may occur even in the architectural veneers and hardwoods. Characteristics inherent in some wood and stone species are beyond the control of Dfm, are not considered defective.

•Solid wood surfaces may exhibit characteristics such as shrinkage, cracking, checking, and surface irregularities

due to temperature and climate variations. Please exercise caution and avoid placing electronic devices directly on these surfaces, as any resulting cracking is considered a natural response to the environment and not covered under our warranty.

•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 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, and won't be covered under warranty, as it is typically a consequence of extreme environmental conditions beyond the laminate's intended use.

We strongly advise to exercise caution and adhere to recommended usage guidelines. Please consult our product-specific documentation for detailed care and maintenance instructions to ensure the longevity and performance of products.

### PAYMENT TERMS

Dfm's terms and conditions are proforma for all new customers. This means that, as a new customer, you will be required to make a 50% deposit at the time of placing your purchase order (PO), and the remaining 50% balance will be due 2 weeks before your order is scheduled for delivery and/or installation.

It's important to note that Dfm's accounting department may conduct a credit check on your account. Depending on the results of this credit check, alternative or adjusted terms may be provided to customers. Please keep in mind that any such changes to the payment terms will be communicated to you by our accounting department.

### CHANGES AND CANCELLATION

Dfm will accommodate all reasonable requests for changes to standard product if received in writing prior to the start of production. All changes may be subject to additional charges for labor, materials and administration. Custom orders cannot be changed or cancelled after receipt of approved drawings

Our policy acknowledges purchase orders as a final and binding commitment. Please be aware that any requested changes or cancellations of purchase orders may incur a cancellation fee of 50% of the total order, unless expressly covered by industry-standard exceptions, including but not limited to: Force majeure beyond the control of both

parties, supplier delays and custom or made-to-order products that may have specific terms and conditions regarding changes or cancellations, which will be communicated in advance.

Please reach your Dfm representative for any potential changes or cancellations, to clarify how these exceptions apply to your specific situation.

### COMMERCIAL LOSS, DAMAGE AND DELAYS

Dfm shall not be liable for any direct, indirect, incidental, special, or consequential damages, including but not limited to loss of profits, business interruption, or any other commercial losses, arising from any defects or faults in the product.

DFM is not liable for failure in shipment or performance if these are caused by acts of omission of customer, its agents, employees, contractors, a governmental office, or God.

Other similar causes that are not within DFM's reasonable control are excused from further performance of its obligations for the duration of a force majeure cause.

This includes labor disputes, strikes, transportation disruptions (such as accidents, fuel shortages, road closures, inclement weather conditions, or air traffic control issues), material shortages from the supply chain, epidemics, pandemics, or other public health emergencies, cybersecurity or data breaches that result in disruptions to operations or the supply chain, and acts or omissions of third-party carriers, freight forwarders, or logistics providers involved in the shipment or delivery process.

### STORAGE FEE

If a customer cannot accept delivery of their order when products are ready at DFM's dock, we can offer storage of product, the first 30 days at no charge.

After this period, Storage fees will need to be applied where 2% is charged on the total value of the product.

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.

### PACKAGING AND SHIPPING

To optimize safety and efficiency during transit, Dfm's case goods products are packaged to ensure safe delivery in component form and include shrink-wrapped and

cardboard corner protections.

Additionally, as part of our commitment to sustainability, furniture blankets used in our installation services are collected and returned to our facilities for reuse in future shipments.

In cases where customers request special shipping or delivery methods beyond our standard packaging and transportation procedures, please note that the customer is responsible for any additional costs that may arise as a result.

### INSTALLATION

Responsibility for proper assembly and installation of our products rests with the customer or a qualified professional. Improper assembly or installation by non-dfm personnel may void the warranty. By purchasing DFM's case goods products, you acknowledge and accept these shipping and warranty terms.

Dfm does not accept liability for damages incurred during shipping or delivery or other transportation-related defects when third parties are involved. We recommend thorough inspection of the received components upon delivery and reporting any visible damage to the carrier immediately.

### 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 your Dfm representative for warranty freight claim form.

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.

### LIMITATION OF LIABILITY

- Warranty coverage is contingent upon the following conditions:
  - The purchaser must notify the seller in writing of any claimed defects within 30 days of discovery.
  - The claimed defect must be discovered within the warranty period.

(c) The purchaser must permit the seller to inspect the goods claimed to be defective.

(d) Confirmation of the defect in writing by the seller or its representative to the purchaser is required.

2. This DFM limited warranty covers defects in materials and workmanship occurring during “normal use and service,” defined below. It excludes:

(a) Goods not maintained according to instructions or those accidentally damaged.

(b) Defects related to installation, modification, cleaning, or repair by parties other than DFM.

(c) Mishandling, accidents, fires, lightning, natural or man-made hazards, or shipping damage.

“Normal use and service” denotes usage in a typical office environment for 40-45 hours per week.

3. Non-standard products are not covered by this warranty.

4. Additionally, this warranty will not apply if:

(a) The purchaser or a third party modifies or repairs the goods without DFM’s prior written approval.

(b) After detecting a defect, the purchaser fails to promptly take reasonable steps to prevent the defect from worsening. If goods are field-repaired by a party other than DFM, the warranty on that repair lies with the performing entity, not DFM.

5. Regarding “customer’s own materials” (COM) or non-standard materials chosen by the purchaser, no warranties are provided.

6. Natural variations in wood, leather, and textiles such as grain, color, marks, scars, texture, and pattern may result from factors like nature, dye lot, light exposure, and aging. DFM does not warrant matching of grain, textures, patterns, or colors in these materials, including precise matches to wood samples, color swatches, or cards.

7. For outdoor use, the formation of rust and corrosion due to outdoor conditions does not constitute a defect in materials and workmanship and is not covered by this warranty.

## Care and maintenance

By adhering to below care and maintenance practices, you can preserve the beauty and durability of your products for years to come.

### WOOD

Our catalyzed conversion varnish wood finish is durable but also easy to maintain. To ensure its longevity and appearance, follow these standard industry practices:

#### Cleaning:

- To clean, first wipe with a damp clean soft cloth. Follow by wiping with a dry clean soft cloth.

- For stubborn marks left by food or newsprint, lightly dampen the cloth with mild dish soap.

- Blot any spilled liquids from surfaces to prevent damage, always wipe in the direction of the wood grain.

- Lift objects when moving them across the surface to avoid scratching. Avoid sliding or pulling them.

#### Recommendations:

- Never use chemical polishes or cleaners on the wood finish, as these can damage the finish.

- If you desire to enhance the luster of the finish, you can use Carnauba wax for polishing. Apply it sparingly for optimal results.

- If possible, avoid placing furniture in direct sunlight and rearrange desk top accessories occasionally to prevent spot bleaching. Prolonged exposure can cause dark finishes to lighten and light finishes to darken over time
- Bleaching may occur under both incandescent and fluorescent lighting. Cherry veneers, in particular, tend to darken under any light source.

- Although the finish will protect against liquids and hot and cold containers, we recommend using coasters and desk pads

- Our field service crew is available for scratch repair and refinishing. Contact your representative for a quote and to schedule a repair.

### QUARTZ

Quartz countertops are made of a mixture of natural minerals, and the manufacturing process creates a permanent seal on their surfaces.

#### Cleaning:

- Use a soft, damp cloth to remove everyday dust and dirt that may accumulate.

- To remove any residue, clean the surface with a soft cloth, warm water and gentle dish soap

- Food and liquid spills should be wiped up immediately with a damp, soft cloth.

- Avoid any harsh chemicals or something as these can etch the surface.

### MARBLE, GRANITE AND NATURAL STONES

- Marble is porous and will stain if left unprotected.

- Dfm stone products are sealed at the factory, but staining can occur.

- Use only a damp soft cloth for cleaning.

- Clean with warm water and a clean, soft cloth to remove any residue.

- Food and liquid spills should be wiped up immediately with a damp, soft cloth.

### TERRAZZO

- Our Terrazzo surfaces are easy to maintain with just soap and water.

- Use a yellow fiber or sponge, then dry. Its natural shine endures for years. A light polish can be performed after 10 years, if necessary.

- Please note, due to the mosaic pattern, color variations are possible.

- To remove oil, greas or dirt stains, you can apply a special cleanser for polished natural and artificials stones, as AKEMI Crystal Clean and AKEMI Triple Effect Spray.

### GLASS SURFACE

To ensure the care and maintenance of your glass surface, we recommend the following steps.

#### Cleaning:

Start by spraying a mild glass cleaner, such as Windex, onto a clean and lint-free paper towel or microfiber cloth

- Wipe the glass surface using a back-and-forth or circular motion, ensuring even coverage

- After cleaning, use a separate, dry, and lint-free cloth to dry and buff the glass to a streak-free shine. This step helps prevent water spots and ensures a crystal-clear finish.

**Recommendations:**

- Avoid abrasive Cleaners or products containing abrasive particles. These can scratch the glass surface and diminish its clarity over time.
- Specifically, avoid using cleaning products like Fantastic or 409, as they may leave behind residues or create a hazy film on the glass.

**POWDER COAT**

For powder-coated surfaces, it is essential to adhere to the following practices:

**Cleaning:**

- Use only clean water with slight additives of neutral washing agents (pH5- 8) with the aid of non- abrasive soft cloths, rags or industrial cotton. Strong rubbing is to be avoided.
- The maximum exposure period of detergents must not exceed one hour. Rinsing with clean cold water should take place immediately after every cleaning process.

**Recommendations:**

- Avoid harsh chemical cleaners. Powder coatings can be damaged by harsh solvents. A number of commercial cleaning products can cause damage to these types of finishes.
- Do not use scratching or abrasive agents, strong acids, detergents of unknown composition.
- Do not use solvents or similar diluent containing ester, ketones, alcohol and aromatics.

**LAMINATE**

**Cleaning:**

- Our laminate finish is not antimicrobial; however, it's non-porous, making it easy to clean and maintain.
- Use mild soap and warm water mixture to a soft, damp cloth or sponge, then wipe the surface clean. Afterward, ensure the surface is thoroughly dried to prevent any water spots or streaks.
- Common multi-surface cleaners such as Formula 409, Fantastic, Windex, or similar products are also effective for cleaning without causing harm to laminate surfaces.

**Recommendations:**

- Avoid abrasive cleaners and bleach cleaner products. Bleach will remove color immediately and deteriorate the surface over a short period of time.

**ACRYLIC SURFACE**

**Cleaning:**

- Use warm, soapy water and sponge or microfiber cloth, do not need to use any additional chemicals to clean acrylic.
- Make sure to clean with soft materials and not apply to much pressure to avoid scratching the material.

**Recommendations:**

- Avoid using anything containing ammonia, such as windows and glass cleaners.

Designed by



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