

OUR COMMITMENT TO YOU.

Thank you for choosing products from Lamex.

In Lamex, we believe that creativity is reflected not only in visual aesthetics and practicality of the products, but also in the supporting services of the products.

Adhering to the principle of "Enrich the world with our products." we are committed to providing customers with innovative and practical products, while focusing on providing quality assurance services. Within the scope of this warranty, we will be delighted to provide you with warranty services and solutions to problems that may arise during the use of our products.

The logo for Lamex, featuring the word "Lamex" in a dark blue, sans-serif font. A small orange horizontal bar is positioned above the letter "x".

WARRANTY & SERVICING

All Lamex products are entitled to the warranty services subject to the following terms and conditions from the date of delivery;

Warranty terms may vary between different geographic regions and individual product groups.

Within the warranty period, Lamex will, at our discretion, either repair or replace the product. Lamex will not charge you for repair or replacement of any part or product that is covered within the scope and period of its warranty.

WARRANTY PERIOD

※ Product in accordance with the supplier's Parts and products provided by Lamex's suppliers will be subject to the warranty period of the supplier/ further negotiation.

Lifetime

Frames.(for AIRFORT2, Verta, SAIBI, Born only)

※For specific parts of the lifetime warranty, please refer to the following illustrations

8-Year Warranty

Frames.

5-Year Warranty

HAD's legs(legs, control box, controller), mechanism (mechanism under the seat surfaces).

3-Year Warranty

Handrails panels, movable parts (including back supports, gas lift, 2D & 3D armrests, casters, headrest etc), mechanical locks, rails and resin parts.

2-Year Warranty

Electronic components (including sensor fan, integrated power supply, and electric locks), hinges, shock absorbers, monitor arm and spare parts (the warranty period of the spare parts after replacement is the rest of the period covered by the original warranty).

1-Year Warranty

Exterior/products after surface treatment (discoloration /fading of coating and resin parts, normal wear and tear of leather/fabric), lighting products.

Items purchased at discounted prices and custom-made products (e.g., products of which design changes and/or products that exceed the maximum standard dimensions)

This warranty is not applicable to the following scenarios as a result of natural materials and other reasons:

- Natural discoloration of natural materials; lines and textures of wood/leather and natural lines, marks, voids, fractures and lacerations on the stone.
- Natural aging of wood and other materials; color change of fabric and leather during the use of the products.
- Color changes induced by dye in fabric, leather or wall covering materials (including difference in color between batches).
- Difference in colour due to mixed use of leather and artificial leather.
- Changes in the surface-treated products, including aging or changes in colour due to exposure to light.
- Differences in woodgrain or knots.
- Regardless of the original warranty period of the products and materials agreed, in case of the above situation, all the parts and products will not be covered under this warranty.

This warranty does not extend to part and product damage from normal wear and tear, and the damage subjected to normal use or product damage due to improper man-made use, maintenance and/or storage.

- Normal wear and tear when subjected to normal use (including dents, scars, abrasions, aging), product modification, assemble with parts from other companies and improper use.
- Transfer of dirt or clothing dye onto the product by friction.
- Wear and tear on products textiles due to foreign matters (including but not limited to fabric seat surfaces and sofa) over time.
- Damages, scars or stains on the surface of decorative panels due to contact with rubber or similar compounds.
- Damage caused by sharp parts of writing instruments or by foreign matters or damages due to prolonged exposure to direct sunlight after completion of the assembly.
- Changes in decibel level of motors or mechanical devices of lift able table.

- Products that have not been assembled and used in accordance with the instruction, installation methods and methods of use issued by Lamex.
- Damage to the product due to use exceeding the normal strength and/or frequency.
- Any damage to the product caused by improper handling, including (whether before or after completion of the assembly) improper storage, product maintenance and/or exposure to abnormal environmental conditions (including but not limited to open air, corrosive environments, high temperature, water damage, coldness, dryness, dampness, direct sunlight and insufficient ventilation).
- Damage due to natural disaster or during transportation, delivery, assembly upon delivery or storage (unless the delivery is made by Lamex).

Note: Normal use frequency is 8 hours a day for 5 days a week.

Other circumstances that are not covered under this warranty.

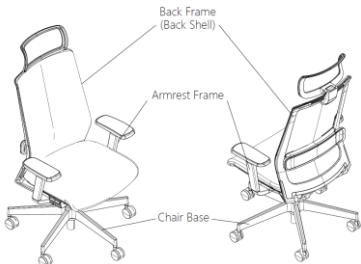
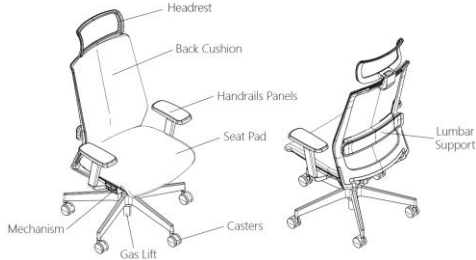
- Lamex only performs tests for the production quality and safety of our own products. Therefore, products assembled by using parts that are not provided by Lamex will not be covered under this warranty.
- If any product label or batch label has been tampered with or deleted, this warranty will be void.
- Lamex will not provide this warranty against any non-standard Lamex's products that have been manufactured based on the customer's design or requirements or made by using "materials supplied or designated by the customer".

Exclusion Clauses

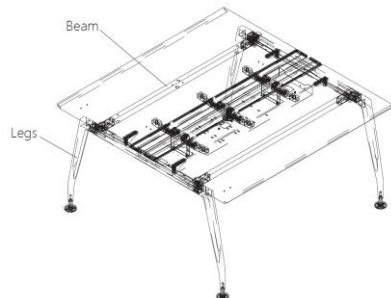
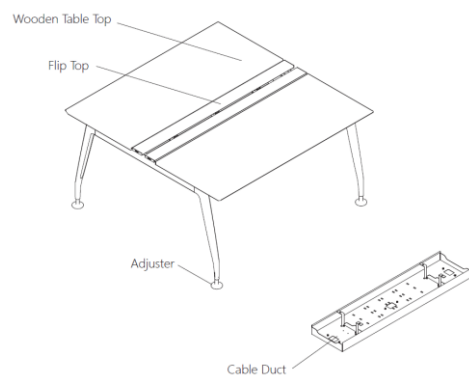
- This warranty will be valid only if the new products are purchased, assembled and maintained by the consumers, authorized dealers according to the product manual or by technical staff trained by Lamex.
- Lamex do not assume any liability for personal or property loss and/or damage caused by the customer's exposure of our products to extreme environmental conditions or improper storage.

About Lifetime Warranty

• Chair

Product	Lifetime Warranty Parts	Non Lifetime Warranty Parts
AIRFORT2 Verta	Back Frame(Back Shell), Armrest Frame, Chair Base 	Handrails panels, Casters, Gas Lift, Seat Pad, Back Cushion, Mechanism, Headrest etc 

• Desk • Table

Product	Lifetime Warranty Parts	Non Lifetime Warranty Parts
SAIBI Born	Beam, Legs 	Wooden Table Top, Wooden Parts, Adjuster, Cable Duct, Flip Top, Power Module, Optional Accessories(Screen and Modesty Board etc.)etc 

Legal Statement

- This undertaking statement contains all the warranties and remedies for our products and services. There is no other warranty, whether expressed or implied in the contract or other documents, including any warranty relating to design, merchantability or fitness for a particular purpose. In the event of any conflict between this Warranty (or any portion thereof) and any above-mentioned warranty, the terms of this Warranty shall prevail.
- Within the applicable warranty period, Lamex, as a supplier, will assume the obligation to repair or replace (subject to the choice of the customer) products and spare parts.
- In the event of any conflict between this Warranty (or any portion thereof) and any relevant provisions of laws and regulations, the relevant provisions of laws and regulations shall prevail.

The purchaser shall not assign or transfer any of the rights under this Warranty. Such rights only apply to the original purchaser.

For more information about Lamex's products or update of this Warranty, please visit our website at : www.lamex.com

@2025 Lamex reserves the right of final explanation and revision.
This Warranty will come into force since October 1st 2025.