



MARELLI PRODUCTS WARRANTY STATEMENT

Congratulations on choosing Marelli!

We are a company dedicated to promoting solutions with products and services in corporate furniture. Solutions that meet the dynamic and fluid combination of workplace environment needs. We pursue excellence in organizational services while reconciling employee well-being.

With over 39 years of experience, we continue pursuing the goal of providing pleasure in working, guiding our actions through the appreciation of people, respect for the environment, concern for continuous improvement, trust and customer satisfaction.

Evolving with quality, rationality, ethical principles and differentiated services has maximized results and company positioning.

According to article 26, II of the Brazilian Consumer Protection Code (CDC), Marelli assures 90 (ninety) days of warranty on all its products, from the date of product receipt/delivery.

However, already covering the previous period, Marelli also extends for a period of up to:

- a) 5 (five) years as contractual warranty covering against possible manufacturing defects in the metal structure and in plastic parts with structural function.
- b) 2 (two) years covering against possible manufacturing defects for wooden structures and other qualified components listed below.
- c) 1 (one) year contractual warranty for manufacturing defects of electrical components.

These contractual warranties are subject to the particularities shown in the explanatory table below (specification by product segment) and will have coverage provided that normal use conditions are verified, in compliance with the Product Use and Care recommendations contained in the Care and Maintenance Manual provided by Marelli.



Below is information regarding specific warranty periods for segments and components that are subject to natural wear:

Segments	60 months	24 months	12 months
Seats*	Metal structure and plastic parts with structural function	Wooden structures, pneumatic pistons, casters, mechanisms, actuators, levers, buttons, armrests, upholstery, foams and chrome-plated components.	x-x-x
Furniture	Metal structure and plastic parts with structural function	Wooden structures, casters, handles, hinges, locks, chrome-plated components, articulated support and profiles for tops.	Electrical components, table height adjustment kits and connectivity kits.
Upholstered	Metal structure and plastic parts with structural function	Wooden structures, upholstery, foams, chrome-plated components.	Electrical components.
Floor-to-Ceiling Partitions	Metal structure	Hinges, handles, actuators, mechanical locks, blinds, sliding door mechanisms and adhesive film.	Electrical components, switches, connectivity kits, electronic locks and automatic door seals.

*For Seats, the additional warranty considers a work shift of 8 (eight) hours daily, for people weighing up to 110 kg. For work shifts exceeding 8 (eight) hours daily, the warranty time decreases proportionally. Example: for shifts of 12 (twelve) hours daily, the warranty is 40 (forty) months, and for shifts of 24 (twenty-four) hours daily, the warranty is 20 (twenty) months.

The warranty includes free replacement of parts and labor for defects found to be manufacturing defects. Only the Marelli Retailer Network and the Marelli Factory (or whoever it designates) are responsible for diagnosing failures and performing repairs during the warranty period. During the warranty period, if the defects found are manufacturing defects, the manufacturer is obligated to replace the parts and/or provide free assistance to your product.



Legal and/or contractual warranties are automatically invalidated if:

- During product installation, the specifications and recommendations of the Product Manual regarding installation conditions are not observed, such as product leveling, suitability of the installation location, electrical voltage compatibility with the product.
- During product use, the instructions and recommendations of the Product Manual are not observed;
- There is misuse, poor maintenance, negligence, aesthetic and/or functional modifications, or failures resulting from repairs by persons or professionals not authorized by the Marelli Network;
- There are signs of product tampering, removal and/or alteration of the serial number or product identification label.

Legal and/or contractual warranties do not cover:

- Expenses with labor, materials, parts and adaptations necessary for preparing the location for product installation, that is: electrical wiring, masonry, grounding, carpets, among others considered as essential items for prior preparation.
- Services and/or maintenance expenses, such as cleaning or preventive services requested.
- Damage caused by improper use or any unforeseen occurrence resulting from misuse by the user.
- If there are unauthorized alterations to products by Marelli.
- Variations in tone between product coverings purchased on different dates.
- Materials supplied or specified by the customer, such as fabrics, special colors or other materials not available in the Marelli product line catalog.
- Damage caused by natural accidents, such as floods and fires. Failures in normal product operation and/or aesthetic variations resulting from lack of cleaning and excess debris, as well as resulting from the action of animals (insects, rodents or other animals).
- Damage caused by exposure to weather, use of the product in external areas or with excessive humidity/temperature, as well as use on uneven floors.
- Cracks and glass breaks after delivery and assembly of products.
- Oxidation/rust problems with proven cause in the following factors:
 - Installation in high salinity environment;
 - Installation in sun and rain (actions of natural agents);
 - Exposure and/or contact of the product with acidic or alkaline substances; and
 - Use of inappropriate chemical products for cleaning, including use of dirty/rough materials or tools.
- Defects occurring during transport carried out by the customer or carrier under the customer's responsibility.
- Characteristics of raw materials or product processes listed in this document.



Characteristics of raw materials and manufacturing processes (not considered as product defects, excluding warranty coverage):

- Wood: variations in tone between lots of raw materials purchased on different dates, occurrence of micro cracks, variations in edges and wood thickness of up to 5% are considered normal and may appear with use.
- Aluminum: the paint may present small surface imperfections, micro pores and micro scratches perceptible under strong lighting or sunlight, which will not be considered as a product defect.
- Glass: may present micro bubbles inside the crystals, being characteristic of the lamination process. May also occur variations in edge polishing due to the manufacturing process.
- Anodized profiles: may present micro pores and marks resulting from the aluminum extrusion process.
- Foams: Deformations of up to 10% of the original size in foams used in seats are considered normal and appear with use, therefore this variation does not entail warranty.



CARE AND MAINTENANCE MANUAL

See how to care for your Marelli product

Products developed by Marelli are conceived from modern technologies and design concepts and undergo rigorous quality control executed by the Integrated Management System, durability and resistance tests and continuous improvement process in order to provide solutions with comfort, ergonomics, versatility and productivity to workplace environments. Both furniture and panel lines as well as chairs offer five years of warranty against manufacturing defects.

By following the recommendations below, you will maintain the functionality and aesthetic standard of your Marelli product for much longer.

Fabric upholstery

Use a brush with soft bristles to remove dust and/or residue. To remove stains (coffee, sweat marks, pen ink) use a brush with soft bristles dampened in water with neutral soap. Do not use cloth for fabric cleaning, thus avoiding fiber transfer and pilling formation.

Leather, vinyl leather or leatherette upholstery

Use a clean, soft cloth lightly dampened in water and neutral soap.

Plastic parts (finishes and armrests)

Use a clean, soft cloth lightly dampened in water and neutral soap, drying immediately afterwards. Liquid silicone (automotive) can also be used in small quantities to enhance the original characteristics of the parts. Do not use chemical and abrasive products (soaps, steel sponges, acids, solvents, among others).

Any repairs made to products during the warranty period do not imply an extension of its term. In case of defect, to enjoy this warranty, the consumer must contact the exclusive Marelli store accompanied by the product's tax receipt.

Melamine tops

Use a clean cloth (cotton) dampened and wrung out with neutral detergent in case of hand grease, dust, greasy products (animal or vegetable food fats, oils, among others). Use a clean cloth (cotton) dampened with 92.8° INPM alcohol to remove ink (ballpoint pen ink, felt-tip pen and marker). Afterwards, wipe with a cloth dampened in water.