

Warranty Statement

1. Warranty Commitment

AFC stands behind the quality, durability, and performance of its products. This warranty ensures that any defects arising from materials or workmanship will be addressed in accordance with the terms outlined below.

1.1 Limited Warranty

For products purchased after April 1, 2025, AFC warrants to the original purchaser that the product will be free from defects in materials and workmanship for as long as the original purchaser owns it, unless otherwise specified.

1.2 Defect Liability Period (DLP)

A Defect Liability Period (DLP) of 1 year applies post-delivery. During this period, AFC will repair or replace defective parts or products at no cost, subject to the conditions below.

2. Warranty Coverage & Usage Terms

2.1 Product Categories & Warranty Durations

Product Category	Warranty Period	Key Exceptions
Modular Furniture	10 years	Moving parts – 5 years, Glass – 5 years
Soft Seating	2 years	Foam/fabric
Chairs	5 years	Valid under standard commercial use
Custom/Bespoke Items	Negotiable	Case-by-case terms apply

2.2 Approved Usage Scenarios

This warranty applies when the products are:

- Used in standard indoor environments (temperature: 18°C–24°C, humidity ≤65%)

2. Installed as per AFC installation guidelines
3. Maintained using recommended cleaning methods
4. Subject to normal commercial use (maximum 40 hours per week unless otherwise specified)
5. Used only in indoor environments (not exposed to outdoor conditions)

Extended product use beyond 8 hours per day, 5 days per week may reduce the warranty period proportionally (as per Clause 2.4).

2.3 Usage Limitations & Voiding Conditions

The warranty does not cover products that are:

1. Used in high traffic/public spaces without prior approval
2. Subject to excessive loading (exceeding rated weight capacities)
3. Employed in specialized environments:
 - a. Wet areas (poolside, spas)
 - b. Industrial settings (factories, workshops)

2.4. Usage-Based Warranty Adjustments

Usage Intensity	Warranty Adjustment
Standard office (40 hrs/week)	Full warranty
Extended hours (60 hrs/week)	75% of warranty duration
24/7 operations	50% of warranty duration
Shift work (multiple users/day)	50% of warranty duration

3. Detailed Exclusions & Exceptions

3.1 General Exclusions

This warranty does not cover:

1. **Normal Wear & Tear:** Scratches, fading, or gradual deterioration from use.
2. **Electrical components & accessories:** Covered under the original manufacturer's warranty terms.
3. **Improper Use:** Damage from overloading, misuse, or failure to follow care instructions.

4. **Environmental Damage:** Exposure to extreme temperatures (<5°C or >40°C), humidity (>75%), or UV radiation & Corrosion from coastal/saline environments.
5. **Third-Party Modifications:** Alterations made without prior AFC approval.
6. **Aesthetic Variations:** Natural material variations (e.g., wood grain, marble veining etc.).

3.2 Product-Specific Exclusions

Product Type	Exclusions
Glass Components	Bowing ≤3mm (per ASTM C1048), minor imperfections, damaged glass.
Upholstered Items	Staining, color fading, or damage from cleaning agents.
Mechanical Parts	Wear on casters, hinges, or sliders in high-use environments.

3.3 Installation & Maintenance Requirements

A product will not be considered defective, and AFC will not repair, or replace it or refund its price if the product is:

1. Installed by non-certified technicians.
2. Cleaned with abrasive/chemical agents (e.g., bleach, ammonia).
3. Used in non-standard settings without prior agreement.

4. Claim Process & Conditions

1. **Notification:** Report defects within 30 days of discovery via email.
2. **Proof of Purchase:** Submit original invoice or order number.
3. **Inspection:** AFC may require photos or on-site assessment.
4. **Resolution:** Repair or replacement at AFC's discretion; cash refunds are not applicable.

Note:

- **Warranty is void if serial numbers are altered/removed.**
- **Freight or logistics costs may apply for non-warranty service.**