

STANDARD WARRANTY CERTIFICATE

AFC System Pvt. Ltd. ("AFC") warrants that AFC-manufactured products supplied to the original purchaser will be free from defects in material and workmanship during the applicable warranty period stated below, subject to the terms, conditions and exclusions of this Certificate.

1. WARRANTY PERIOD

Product Category	Warranty Period	Warranty Scope
Modular / Office Furniture	10 Years	AFC-manufactured product components against manufacturing defects
Chairs	5 Years	AFC-manufactured structural/product components against manufacturing defects
Soft Seating	2 Years	AFC-manufactured structural/product components only
Custom / Bespoke Products	As Agreed	As specifically stated in the quotation / PO / contract

2. WHAT THIS WARRANTY COVERS

- Manufacturing defects in AFC-manufactured components that affect the product's intended function or structural integrity under normal commercial use.
- Where a valid warranty claim is accepted, AFC may, at its discretion, repair the defective component or replace the defective component/product with an equivalent or comparable item.
- The warranty period starts from the date of delivery unless the applicable purchase order, contract or warranty certificate specifies otherwise.

3. ITEMS NOT COVERED

- Normal wear and tear**, including scratches, scuffing, fading, surface deterioration and other deterioration arising from normal use.
- Fabric, upholstery, leather and other surface/soft materials**, including staining, colour fading, soiling, pilling, abrasion and deterioration caused by use or cleaning. Any specific warranty on such materials must be expressly stated in writing.
- Glass and glass accessories**, including breakage, cracks, chips, scratches, handling damage and damage occurring after delivery/installation, except where AFC expressly confirms a manufacturing defect in writing.

- d. **Third-party accessories, electrical/electronic components, fittings and branded components** are covered only to the extent of the original manufacturer's warranty, where applicable.
- e. **Misuse, abuse or improper use**, including overloading, impact, unauthorized modification, alteration, repair, relocation or use outside the product's intended purpose.
- f. **Damage caused by** improper installation, maintenance, cleaning, storage, accident, fire, water, chemicals, extreme environmental conditions, pests or other external causes.
- g. **Natural or inherent variations** in wood, veneer, stone, laminate, colour, texture, grain or other materials that do not constitute a manufacturing defect.

4. CONDITIONS OF WARRANTY

- a. Products must be used for their intended purpose and within the applicable load and operating limits.
- b. Products must be installed and maintained in accordance with AFC's recommendations or by AFC/authorized personnel where such installation is required.
- c. The warranty is applicable to the original purchaser/end customer and is non-transferable unless agreed otherwise in writing.
- d. Any repair or replacement under warranty does not restart or extend the original warranty period.
- e. The warranty does not cover consequential, incidental or indirect losses, including loss of use, business interruption or other commercial losses, to the extent permitted by applicable law.

5. WARRANTY CLAIM PROCESS

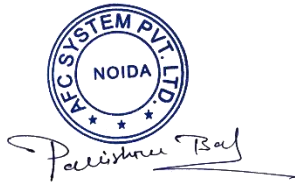
- a. Customer shall notify AFC in writing of the alleged defect with the invoice/order reference and a description of the issue.
- b. AFC may request photographs, videos, product identification details and/or conduct an on-site inspection.
- c. AFC will determine whether the reported issue is a manufacturing/material defect covered by this warranty.
- d. For an accepted claim, AFC will repair or replace the defective component/product at its discretion. Cash refunds are not provided under this warranty unless otherwise required by applicable law or expressly agreed in writing.
- e. Freight, dismantling, reinstallation or other service costs relating to claims determined not to be covered by this warranty may be chargeable.

6. CUSTOMER / PROJECT DETAILS

Customer Name:	
Project Name:	
Purchase Order No.:	
Invoice No.:	
Date of Delivery:	
Warranty Commencement Date:	

For AFC System Pvt. Ltd.

Authorized Signatory:



This Warranty Certificate is subject to the applicable purchase order, contract and mandatory provisions of law. Where a project-specific warranty has been agreed in writing, the project-specific terms shall prevail to the extent of any inconsistency.