

# FALCON LIMITED LIFETIME WARRANTY

## Warranty Overview

For more than 50 years Falcon has designed and manufactured products to meet the unique needs of the commercial furniture market. Falcon has received countless testimonials, from customers around the world, who appreciate superior quality, comfort and performance.

Falcon's customers should enjoy many years of beneficial use if they follow the guidelines in our Care and Maintenance Manual, which can be viewed on our website at [www.falconproducts.com](http://www.falconproducts.com) and downloaded in a printable PDF format. It is very important to note that all commercial furniture products, including Falcon's, are subject to normal wear and tear and as a result, require regular care and maintenance, as well as professional cleaning. All products will eventually need to be replaced.

Falcon provides an industry leading limited lifetime warranty which guarantees product quality and performance under normal use conditions in the market segments and applications for which the products were designed. If products are not properly maintained or if they are abused in any way, the useful life of the products will be significantly impaired and the warranty will be void.

If you are a current customer in good standing or a prospective client, and wish to review Falcon's comprehensive warranty document, which includes all current policies, limitations and exclusions, please email your request or any warranty related questions to [warranty@mycgroup.com](mailto:warranty@mycgroup.com). If you have purchased, or plan to purchase, Falcon products through a dealer or agent, please request a copy of your dealer's warranty directly from the dealership which has the responsibility to fulfil your warranty claims.

# FALCON CARE AND MAINTENANCE GUIDE

## Introduction

Falcon takes great care to deliver high performance products that will provide many years of beneficial use. All furniture is subject to normal wear and tear and may even be subject to intentional or unintentional abuse, all of which could cause a product to fail and result in property damage or personal injury. Therefore, it is very important to conduct regular care and maintenance checks at the point of use to minimize risk and ensure a safe operating environment for the general public.

Our products are intended for use in commercial applications where it is good business practice, and usually a legal obligation, for an owner, a manager, or members of staff to maintain a safe and clean public space. This obligation includes the care and maintenance of the building, equipment, and furniture, which may be used by employees, and members of the public. Failure to perform regular care and maintenance will void the Company's warranty.

If you notice anything wrong with the furniture you are using, or furniture available for use by the public or employees, you should immediately bring this to the attention of appropriate management, preferably in writing. The failure of any wear and tear item could result in product failure and damage to property, or injury to an employee or member of the public.

This guide is not intended to be a comprehensive maintenance or repair manual, nor is it intended to replace any organization's specific checklist, code of practice, or any building code or legal obligation. This guide has been developed to provide some basic principles and advice that will be useful for anyone who is responsible in any way for the care, maintenance, and use of furniture in a public place.

This guide is not intended to replace professional care and maintenance procedures, or regular after sales maintenance and cleaning services provided by experienced professionals, which are all considered to be essential in maintaining high performance furniture in a public place.

Products which use an electrical power source should be installed and regularly checked for safe use by a qualified electrician. Most jurisdictions have codes for the specification, installation, and use of these products in a public space and the reader should seek professional advice in these matters.

# FALCON CARE AND MAINTENANCE GUIDE

## Who needs to read this guide?

Facilities management personnel, anyone who specifies furniture (such as an interior designer or architect), anyone who buys or sells furniture (such as an independent sales representative or professional furniture buyer or dealer), anyone who provides furniture for use by members of the public or employees, and anyone responsible for the care, cleaning and maintenance of furniture in a public place should read this guide

## Why should I read this guide?

This guide will help you prolong the useful life of furniture, prevent damage to the product during normal use, identify damage caused by wear and tear or abuse, and significantly reduce the risk of product failure, and possible injury, to yourself and others.

## How do I ensure good furniture care & maintenance?

There are a few basic principles, which will help ensure excellent service from furniture designed for use in a commercial application:

- Check the furniture upon delivery at the point of use. Make sure that all of the parts have arrived in good condition and the product is assembled correctly. It is wise to obtain the assistance of a professional installation crew to help with this task and to conduct a post delivery check shortly after the furniture has been installed and placed in use. Immediately report any issues that are observed from these checks and remove from use any product that does not seem to work properly or meet the specification for that product.
- Establish a care and maintenance procedure, which has daily, weekly, monthly, quarterly, and annual check steps clearly documented for all members of staff who are responsible for regular cleaning and maintenance. The daily steps can be as simple as a visual check during daily cleaning. A small maintenance item that is attended to in a timely manner will prevent more significant damage or personal injury, which may result if the issue is ignored.

- Establish clear accountability and a sign off process, which documents the successful completion of the tasks assigned to management and staff, and records the activity, the date, and location where these tasks were completed.
- Maintain good quality, date stamped records, and checklists of all care, cleaning, and maintenance activity, as this helps to avoid missing an important step and may be vital in the event of a warranty claim or a product liability claim.
- Immediately remove from service any item which appears unserviceable or which may result in further damage to the item itself or other property.
- Use only the manufacturer's recommended parts and equipment for repairs or maintenance, use only the manufacturer's recommended equipment to move furniture.
- Ensure that the product is only used for the purpose intended and is not subject to abuse.
- Check that the furniture has been placed on a level, stable, and smooth floor surface. On many occasions, what appears to be a defect with the furniture is actually the result of good quality furniture being placed on a poor quality, uneven, or unstable floor surface. Adjustable glides may help level the furniture in certain situations but can never compensate for a floor, which is in bad condition.
- Many furniture surface materials such as wood and metal finishes, veneers, laminates, wood edges, plastics, etc will be subject to color fading and physical deterioration when exposed to sunlight or artificial UV sources. You should not use or store furniture in these conditions unless it has been specified for such use.

# FALCON CARE AND MAINTENANCE GUIDE

## General cleaning tips.

There are many excellent cleaning products, including some very effective natural and environmentally friendly products, available today, but due to the multiplicity of materials used in furniture manufacturing it is wise to seek the manufacturer's advice for the specific products and materials used on your products. If you are unsure, seek the advice of an experienced and recommended commercial cleaning professional. You should never allow anyone to use harsh detergents or abrasive cleaners, or soak materials in water, this will almost always result in product damage and may even void your warranty. Here are some tips for specific materials commonly used in furniture manufacturing, but you should always seek professional advice from qualified professionals;

- Wood: use a liquid cleaner such as a wax polish combination to clean wood finishes. Use a wax repair stick to remove minor scratches. Wipe off any water spills immediately. Never expose to extreme temperatures or moisture, avoid exposing wood surfaces to bright sunlight. Coat wood with a hard wax paste every three to four months during the first year of use and apply less frequently after that.
- Metal: remove dirt and fingerprints from plated finishes with a non-abrasive glass cleaner or damp cloth. Apply furniture polish once every six months to maintain the surface. Wipe down powder coat finishes with a damp cloth and use a light soap and water mixture for stubborn stains and grease marks. If the finish is chipped, a touch up paint should be used to prevent further chipping and corrosion. Remove dirt from textured powder coat or hammer tone finishes by brushing with a soft bristle dry brush.
- Fabrics: a professional service is highly recommended for all fabrics since cleaning methods vary greatly depending on the type of fabric and the surface treatment which may have been applied to deliver performance features. Protective coatings such as Scotchgard, Zepel, etc must be reapplied every year to maintain protection. It is important to note that most flame retardant treatments are salt solutions and cleaning these treated fabrics with water or water based foams will result in salt ringing. You should test any proposed cleaning method on a small portion of the fabric before proceeding with the entire installation. Dirt and crumbs can be gently brushed or vacuumed off the surface of the fabric. Spills should be soaked up with an absorbent paper towel and wiped off immediately with a cloth before the spill dries in.
- Vinyl and fused edges: wipe off all spills to prevent stains. Use a light liquid detergent, suitable for cleaning vinyl, and wipe the surface with a damp cloth after cleaning.
- Laminates: apply self-cleaning wax every three months. Remove stains by wiping the surface with a damp cloth and soap, or liquid detergent. Remove stubborn stains with a damp paste of baking soda, which you should leave on the stain for a few minutes and then blot away. Always refer to the manufacturer's guidelines for cleaning their products.
- Plastic shells: clean with warm water and a light household detergent, use a soft brush for stubborn stains.

# FALCON CARE AND MAINTENANCE GUIDE

## What types of maintenance issues should I look for?

All products in a commercial application should be visually inspected daily and examined more closely every 30 days. Remember, the longer the product has been in service, the more likely it is to have some maintenance issue and there will be a need for more frequent checks. Here are some typical wear and tear items, although this is not meant to be an exhaustive list:

- Loose screws and component parts
- Missing hardware
- Damaged, missing, or worn glides or casters
- Torn, frayed, or excessively worn fabric
- Splintered wood
- Cracked / fatigued welds or joints
- Loose or wobbly joints, legs, or columns
- Cracked or chipped laminate and edges
- Instability or structural failure of parts or the whole product
- Unable to use for normal purposes
- Failure of mechanisms and build up of waste around the mechanism

Any product showing signs of structural failure or abuse should be taken out of service immediately to prevent complete failure or personal injury. Most early stage deterioration of parts or products is apparent to users and staff, who should be encouraged to report any item which they feel is unserviceable or which shows signs of wear and tear or abuse, as this can be a precursor to failure.

## What are the issues which require immediate repair?

We highly recommend professional service for all structural repairs or repairs which may require specialized tools, materials, and equipment. If you have any concerns about a product, please immediately remove it from service. Some facilities have maintenance crews who can tackle tasks of varying degrees of difficulty and here are some examples;

- Protruding nails, screws, and fasteners should be removed or replaced and wood splinters should be cut off, sanded smooth, and refinished to avoid tears and lacerations
- Locking pins, screws, bolts, and fasteners should be periodically tightened, taking care not to over tighten or strip out the threads.
- Lubricate all swivels and mechanisms; avoid putting grease or oil on materials other than the relevant parts. Take special care to prevent oil or grease spreading onto plastic components, fabric, laminates, and wood materials.
- Replace missing screws, bolts, fasteners, nails, glides, and casters to prevent instability or damage to floors.
- Repair cracked or broken welds, loose rails, stretchers, joints, seat pads, cracked or chipped laminates, edges, feet, etc.
- Columns must be seated properly on the hub of the base.

# FALCON CARE AND MAINTENANCE GUIDE

## Storage & moving tips

Most furniture is designed to be static and should not be moved without proper handling equipment and adequate numbers of experienced movers. Even furniture which is designed to be regularly moved requires careful handling to avoid damage. All furniture must be stored in temperature and humidity controlled environment or there is a serious risk of damage, which might range from wood products splintering in very dry, low humidity climates, fabric becoming moldy, and metal oxidizing in salty or high humidity climates. Some other important points worth noting are;

- Never slam the top and base together on flip top tables and do not drop, rack, or bounce on the top surfaces or edges of tables.
- Do not stand on furniture or rock backward on chairs.
- Stacking chairs should not be dropped, slammed, or dragged when being stacked, stored, or placed in use, this will damage glides, backs, seats and frames, and tear fabric.
- Freestanding booths must not be dragged across the floor; this will loosen the joints and cause instability.
- Do not drag tables across uneven or carpeted floors and do not move or reposition by pulling or lifting on the modesty panel.
- Tables over 30"x 60" long, or with wood edges, should be set up and stored by two (2) or more people.

## Where can I obtain additional help and advice?

There are many excellent web sites, bookstores, college courses, and professional service providers where you can find additional advice and information. It is very important to note that in situations where you are providing a service to the public which includes the provision of furniture, there is no substitute for seeking professional advice with regard to the purchase, maintenance, and general procedures associated with furnishing a safe and comfortable experience for all.

# FALCON WARRANTY

## Introduction to the Warranty

For more than 50 years, Falcon, hereinafter the Company, has designed and manufactured products to meet the unique needs of the commercial furniture market. The Company has received countless testimonials from customers around the world who appreciate our superior quality, comfort, and performance.

Customers should enjoy many years of beneficial use if they follow the guidelines in the Company's Care and Maintenance Manual available on our website at [www.falconproducts.com](http://www.falconproducts.com). It is very important to note that all commercial furniture, including the Company's products, are subject to wear and tear and will require regular care and professional cleaning and maintenance. All products will eventually need to be replaced.

The Company provides an industry leading warranty, which guarantees product quality and performance, under normal use conditions, in the market segments and applications for which the products were designed. If the Company's products are not properly maintained, or if they are abused or neglected in any way, the useful life of these products will be significantly impaired and the warranty will be void.

If you purchased, or plan to purchase, the Company's products through a dealer or agent, please request a copy of the dealer's warranty directly from the dealership which has the responsibility to fulfill your warranty claims.

The Company's comprehensive warranty document is organized below in a Q & A format to help you quickly locate relevant information, but we recommend that all buyers should read the complete document. This warranty is the only one available from the Company and is part of the terms and conditions that apply to any purchase from the Company. No one is authorized to modify any part of this warranty except for an officer of the Company; any such authorization must be in writing and signed by the CEO or CFO. Please direct any questions regarding this warranty to [warranty@mycgroup.com](mailto:warranty@mycgroup.com).

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# FALCON WARRANTY

## Who benefits from the warranty?

- I. If you purchase products directly from the Company (i.e. submit a purchase order, receive an acknowledgement for that order and pay the Company for the goods received according to the terms of the invoice) then you are the Buyer, and you will receive the benefits of the warranty described in this document.
- II. The Company's Standard Terms and Conditions of Sale will apply to all purchase orders and will supercede any other terms and conditions whether implied or written in the Buyer's purchase order or order confirmation documentation, contract or any other communications; whether these communications occur before or after the date of the order or the shipment of the goods. Any change to these Standard Terms and Conditions must be approved in writing by an officer of the Company. You may review the Standard Terms and Conditions of Sale on the Company's website at [www.falconproducts.com](http://www.falconproducts.com) under the Literature/Pricing tab in the General Information section.
- III. It is important to note that any and all of the Company's warranties may be void if the Buyer fails to fulfill their responsibilities under the terms and conditions of sale, or if the Buyer fails to provide written notification of the product care and maintenance requirements to the end use clients and staff. The term 'End Users' is used in this document to describe an organization's management, employees, and sub contractors who are responsible for the day-to-day operation of the location where the furniture is used by the general public. This includes, but is not limited to, providers of janitorial services and providers of installation, maintenance or repair services for furniture and equipment. This term may also apply to corporate facilities personnel, risk, compliance and safety personnel, operations staff and sub contractors who may be employed by the End User to provide these same services.
- IV. Note to End User: If you purchase the Company's products from a purchasing agent, dealer, designer, sales agent, distributor or wholesaler, whom you engage to manage this purchase on your behalf, then your warranty terms must be confirmed by that dealer and your contract of sale is with the dealer, not with the Company. As part of the Company's terms and conditions of sale with the Buyer, the warranty as described in this document may benefit the End User but any warranty is entirely a matter between the End User and their dealer. The Company makes no recommendations whatsoever, whether implied, spoken or written by any employee or sales person of the Company, with regard to the warranty offered by the dealer and the capabilities or competency claimed by any dealer, their employees or sub agents.
- V. The Company will only discuss warranty issues with the Buyer of record and can only negotiate the resolution of any disputes arising from a purchase with the Buyer of record. It is important that the Buyer clarify the terms of the warranty with the End User. The End User should perform appropriate due diligence regarding the competency of the dealer to insure that all purchases are managed properly, that there is a written warranty and that after sales service can be adequately provided.



# FALCON WARRANTY

## What is the Buyer's Responsibility?

- I. If you are the Buyer it is your responsibility to determine the warranty terms applicable to the product you purchase on behalf of your client. It is the Buyer's responsibility, in collaboration with the End User, to ensure that the End User's planned use of the product is appropriate for the specified product.
- II. It is the Buyer's responsibility to follow all care and maintenance, shipping and installation guidelines and to ensure that all care and maintenance information is delivered in writing to the relevant management and staff of the End User by email or other means suitable for dissemination within the End User's organization. Care and maintenance information is available in a printable PDF format on the Company's website under the Literature/Pricing tab in the General Information section at [www.falconproducts.com](http://www.falconproducts.com).
- III. It is very important that the Buyer advises the End User of the need for regular and appropriate care and maintenance procedures and that the Buyer communicates to the End User's management how to access this information. These care and maintenance procedures are essential to maintain the maximum warranty protection, prolong the life of the product, and avoid any product failure or product liability risks which may arise from any failure. Since care and maintenance information may be updated at anytime, it is important for both the Buyer and End User and any other relevant parties to review the information on a regular basis via the Company's website.

## Which products are covered by the warranty?

- Booths & Modular Seating
- Table Bases (aluminum, cast iron, J series steel, and wood)
- Table Tops
- Tables
- Table Dolly/Carts
- Chairs
- Task Chairs
- Chair Dolly/Carts
- Ottomans
- Benches
- Acoustic Panels

# FALCON WARRANTY

## What is not covered by the warranty?

- I. There is no warranty available, unless expressly approved in writing by an Officer of the Company, for any product, which is purchased for use in the furniture rental market, the residential market or for any product, which has been repaired, repurposed, reupholstered or altered in any way from the original specification supplied by the Company.
- II. Rusting of cast iron is not covered by the warranty. Cast Iron table bases are not recommended for outdoor use and such use, even if temporary or seasonal, will void applicable warranties.
- III. Customer's Own Material & Leather (COM & COL) is excluded from this warranty.
- IV. Materials and components not manufactured by CF Group, for use on the Company's furniture, are warranted for one year, or to the extent expressed by their manufacturer. These materials include, but are not limited to, all fabrics, filling materials, seat boards, laminates, veneer, edges, glides, casters, caster sockets, cylinders, wheels/tires, all hardware such as screws, bolts, staples, fastening tabs and fasteners whether metal, plastic, or wood, all ganging devices, cup-holders, removable metal legs, tablets, wood and plastic seat and back shells, foot rests, electrical parts, leg clips whether metal or plastic, plastic leg brackets, locking pins, hooks, springs, buttons, Velcro, nail head trim, hydraulic lifts, flip top mechanism, mesh gallery bags, ferrules, accent collars, grommets, wire managers, washers, threaded rods, all moving and mechanical parts and any other attachment hardware including seat and back tabs.
- V. No warranty is made as to the selection, aesthetics, colorfastness, wear or aging capability of fabrics, fabric treatments, finishes, or filling materials, including, but not limited to fillers such as foam/poly, cotton and cardboard.
- VI. The Company does not warrant that any of the above mentioned materials will conform to their manufacturer's representations or warranties and makes no warranty regarding availability of these parts. The Company does not offer any credit for these parts in the event of bankruptcy or any other disruption of any nature whatsoever to that manufacturer's business which may result in a lack of availability of those parts. The Company does not offer any compensation for any consequential loss or delay arising from unavailability of parts whether this delay occurs before, during or after delivery of products.
- VII. Damage caused by abuse, misuse, negligence, transit damage, improper storage, accidental damage, wear and tear or improper care and cleaning or lack of maintenance is not covered by the warranty.
- VIII. It is very important that chairs and tables should be transported using the appropriate chair carrier/table trucks/carts according to the instructions for use. Any failure to do so voids this warranty.
- IX. The warranty does not cover any cost associated with shipping, handling, temporary rental of furniture, and the installation of repaired or replaced products, unless approved in writing by a Company Officer.
- X. Failure to comply with the terms, conditions and limitations described in this warranty document will void the warranty and result in denial of a warranty claim.

# FALCON WARRANTY

## How long does the warranty last?

- I. The Standard Warranty for all of the Company's products is one (1) year from the date of invoice. There are some exceptions to the duration of the warranty with regard to the products and circumstances mentioned below.
- II. All warranties have certain limitations and do not cover wear and tear items nor do they apply to products, which have been abused or neglected or modified in any way from the original delivered product.
- III. Repairs and replacements do not extend any product warranty. In the event of any authorized repairs, the warranty term remains the order's original and earliest date of invoice.
- IV. All warranties will default to a minimum warranty of 30 days from the date of invoice if the Buyer does not pay the invoice in full within the contractual terms and conditions.
- V. All warranties will default to a minimum warranty of 30 days from the date of invoice if the Buyer makes unauthorized deductions or refuses to accept goods on the agreed delivery date or fails to pay any required additional charges, including storage charges within the payment terms requested by the Company.
- VI. All warranties will default to a minimum warranty of 30 days from the date of invoice in the event that the product is relocated for use to a location other than the original 'ship to' location of record for that order.
- VII. All warranties are null and void if the Buyer or the End User subjects the product to incorrect use, storage and transportation, abuse, excessive wear and tear, or inappropriate cleaning, installation or maintenance and repair procedures.

## Does the Company offer any Extended Warranties?

- I. The Standard Warranty for all of the Company's products is one (1) year from the date of invoice. However some of the Company's products have the benefit of a Limited Lifetime Warranty.
- II. The Limited Lifetime Warranty is subject to all of the exclusions and conditions specified in the preceding sections, "How long does the warranty last?" and "What is not covered in the warranty?"
- III. The following Falcon products are offered with a Limited Lifetime Warranty:
  - Cast iron base plates
  - Cast iron columns and spiders
  - J series steel bases
  - 65 Series Tables
  - 79ST Tables
  - Cyber Tables
  - M.A.T.S (I, II, & III)
  - Mios
  - Folio
  - Fixed Base Training Tables (24TM/TT/TS & 71TT/Series)
  - Conference Tables (24CT/VT, 31CT/VT & 51CT/VT Series)
  - Quick & Easy Tables (200QT, 600QT, 1900QT, 2400QT, & 33QT Series)
  - Storm
  - Spectra
  - Syntech
  - Symetris
  - The F Series chairs
  - The GT Series/Verona/Lamm/Roma/Q44 chairs
  - The H Series chairs (the H series tablet are carries the standard (1) year warranty)
  - The Lucky Series chairs
  - The R Series chairs
  - Tufgrain chairs
  - Selected Reva chairs: 1700, 1700US, 1705, 1705US, 1709, 1709US, 1710, 1710US

# FALCON WARRANTY

## How do I submit a Warranty Claim?

- I. All claims must be submitted in writing within thirty days of the first notice of product failure. The Buyer of record must submit the claim to: [warranty@mycgroup.com](mailto:warranty@mycgroup.com) and include a valid copy of the paid in full invoice. Claims will be processed more efficiently if the Buyer provides important, factual information relative to the claim. The Company will not be responsible for any consequences of the Buyer's delay in providing this information and the Company is not responsible in any way for gathering such information.
- II. To file and submit a claim, the following is required.
  - Pictures showing the part or the entire product relevant to the claim.
  - Total quantity delivered.
  - The quantity that is subject to a claim.
  - Product/model number
  - Order number, Purchase Order number, or Invoice number relevant to the claimed product.
  - Relevant details pertaining to the claim.
  - Proof of care and maintenance communications and programs at the location of the claim.
  - Upon request, return of the claimed product for review at the Company's location of choice within the continental USA, at the Buyer's expense.
- III. Defective product may not be returned to the Company without an official return authorization

(RA#) from the Company and any attempt to do so will void the warranty.

- IV. It is the sole responsibility of the Buyer to provide all relevant proof of care and maintenance, photographs and other evidence, which may support the claim. This may include, but is not limited to, samples of the product or parts and its environment, and the secure delivery of these materials, at the Buyer's expense, to the Company's office at 810 W. Hwy 25/70, Newport, TN 37821.
- V. The Company may deny any claim where the Buyer does not provide relevant and complete information in a timely manner upon request by the Company.

# FALCON WARRANTY

## What if the Company cannot repair or replace a product?

If a product has been discontinued but is still covered under warranty, the Company will repair or replace the relevant parts if materials are still available. If materials are no longer available or if for any reason, in the Company's sole discretion, it is unreasonable or unsafe to repair or replace the product, the Company may choose to issue a credit note in lieu of repair or replacement. The value of this note will be calculated pro rata according to the amortization schedule in this document and credited towards the purchase of an alternative replacement product from the Company within one year from the issue date of the credit note. The valuation percent indicated here takes into account factors such as the market value of used commercial furniture, wear and tear and the beneficial use already enjoyed by the end user. This valuation percent may be modified at the sole discretion of the Company in the event that the products' life has been shortened by any lack of care and maintenance. The percentages in the amortization schedule refer to the percentage of the original invoice value estimated to remain in the product for credit purposes in the event that the warranty claim is found to be valid. The percent applies to the invoice price of the product only and does not include the cost of freight and any materials purchased by the customer (e.g. COM/COL). The Company reserves the right to deduct these latter costs from any claim at their current market valuation, which will be assessed at the time of the claim, for broadly equivalent goods and services.

Limited Lifetime Warranty Amortization Schedule

YEARS	PERCENTAGE
0 to <1 years	100%
>1 to <2 years	80%
>2 to <3 years	60%
>3 to <4 years	50%
>4 to <5 years	40%
>5 to <6 years	30%
>6 to <7 years	20%
>7 to <8 years	10%
>8 to <10 years	5%
>10 years	2%

# FALCON WARRANTY

## Additional Information

- I. The Company warrants that its products will be free from defects in materials and workmanship when using the product for two-eight hour shifts per day.
- II. Warranty will begin on the date of the invoice to the Buyer, subject to the conditions and limitations noted in this document.
- III. The warranty described in this document is expressly limited to the repair or replacement of the claimed product at the sole discretion of the Company and repair or replacement is the Buyer's sole and exclusive remedy.
- IV. The Company reserves the right to pre-approve any contract, which is entered into by the Buyer with a third-party for the replacement or repair of any product, covered by the warranty period set forth in this document. The warranty set forth in this document shall be automatically void in the event that any work or modification is performed on the items or products covered without prior written approval from the Company.
- V. At the Buyer's request the Company will attempt to match color during any repair or replacement, as long as a sample 'product to match' has been shipped to the Company by the Buyer. For various technical reasons related to color degradation in UV light and the variations arising from the differences in lighting standards at different locations, the Company does not guarantee that finishes will match.
- VI. Notwithstanding anything to the contrary set forth in the document, the Company's maximum liability under any circumstance shall be limited to the original invoice price to the Buyer and shall not include any other charges, including, but not limited to, lost revenue or profit due to lack of beneficial use, rental of replacement products, freight, handling, packaging, demurrage or storage or any claim from any individual, including customers of any Agent or End User.
- VII. Warranty repair or replacement will be made at no charge to the Buyer when defective products are returned to the Company with freight and shipping prepaid and properly packaged to avoid damage in transit. Risk of loss of any items in transit from the Buyer to the Company shall pass when received by the Company. Risk of loss of any items in transit from the Company to the Buyer shall pass when shipped by the Company.
- VIII. The Company assumes no responsibility of liability for the transportation of products requiring service and/or repair to or from the job site.
- IX. The Company will make every reasonable effort to minimize the necessary inconvenience to the End User or Buyer in carrying out any repairs or replacements, however the Company reserves the right to levy a surcharge on any repair work if the repair must be completed outside of the normal work week, which is deemed Monday through Friday excluding holidays, between the hours of 8 am and 5 pm. The Company also reserves the right to levy a surcharge on any repair work outside the contiguous lower 48 States in the USA.
- X. Warranty claims must be filed in writing within 30 days of discovery of the claimed incidence of failure by the Buyer or Agent.
- XI. The Buyer (Dealer or Agent) of record shall be solely liable to the End User for any Buyer/Dealer installed products.
- XII. In the event that the dealer or agent is no longer in business for any reason, the Company will have no liability for any product failure whatsoever.
- XIII. In the event that a supplier to the Company is no longer in business for any reason or has discontinued a particular material, part or product then the Company will have no liability due to any inability to replace any unavailable part and the Company's sole responsibility will be to offer an alternative part of reasonably similar performance or at its sole discretion offer a credit note per the amortization schedule.
- XIV. Except to the extent specifically set forth in this document, the Company makes no warranties, either express or implied, including with limitation any implied warranty of merchantability or fitness for a particular purpose, with respect to the products

# FALCON WARRANTY

## Additional Information (cont.)

covered by this document. The express provisions set forth in this document are in lieu of any obligations or liabilities on the part of the Company for any or all direct, economic, indirect, incidental, special, punitive, consequential or other damages (including, without limitation, loss of profits, loss of value, costs of procurement of substitutes) arising out of or in connection with any products sold, manufactured or delivered by the Company and/or any breach of this document. No affirmation of a fact, including, without limitations, statements or images regarding suitability for use or performance of the products covered by this document or any document of digital media produced by the Company, shall be deemed to be a warranty of the Company.

- XV. No representative of the Company has the authority to modify or waive this warranty either verbally or in writing and only the CEO or CFO can approve any such recommended modifications in writing.
- XVI. The Company will occasionally be requested by the Buyer to develop a custom product where the image, engineering drawings and specifications related to that product have been supplied by the Buyer. The Company always assumes in good faith that the Buyer holds, or has secured, the appropriate intellectual property rights to conduct this activity and the Company will assume no responsibility to defend any breach of any IP rights which have not been assigned to the Buyer. If the Buyer breaches the rights of another party, the Company has no responsibility for any delays in the development of an alternate product and the Buyer assumes full responsibility and indemnifies the Company against any legal action arising from any such breach of another party's IP rights.

- XVII. When the Company provides products for the contract furniture market, customized to the specification of the Buyer and End User, the Company relies upon the End User and the Agents they engage, such as the Buyer, dealer/installer or the Designer, to validate and test the suitability of any such specifications with regard to performance or aesthetics. In the event that the Company perceives a risk of product failure inherent in this custom design, the Company will present its concerns and request a liability and warranty waiver from the Buyer if the Buyer decides to proceed with the purchase. The Company is not responsible for any dispute over the aesthetics of the custom product arising from the specifications of the Buyer, the Buyer's Designer or Agent.

## Arbitration & Dispute Resolution

The decision of the Company on all warranty claims of \$50,000 or less shall be final. All disputes for claims greater than \$50,000 which are unresolved after 90 days may be resolved through arbitration before the American Arbitration Association in accordance with the Company's Arbitration policy, which is available upon request from the Company at [warranty@mycgroup.com](mailto:warranty@mycgroup.com). Each party may bear its own legal fees, costs, and expenses in connection with any arbitration or other legal action related to the Company, the transactions contemplated by the invoice to or from the Company to the customer and/or the terms and conditions set forth in this document. All arbitration decisions are final.