

Framery Warranty for Registered Products

At Framery we are serious about happiness, and that's not only happiness in general, but also happiness for our Purchasers. This is why we back our registered products with a comprehensive 5-year warranty plan.

Every detail of every product is carefully considered and perfected to ensure its contribution to your happiness. This includes everything from usability and acoustics, to aesthetics and sustainability.

Framery Oy warrants that the Framery Phone Booth products are free of defects in workmanship and materials. The Framery Warranty for Registered Products is valid for each product only after a duly completed registration on Framery Oy's website register.fre.im has been submitted. The warranty is valid only for products that have been installed according to Framery instructions and checked during and after installation. Unless otherwise specified herein, the terms and conditions of Framery General Terms and Conditions of Sale (available at frameryacoustics.com/terms-and-conditions) shall apply to the terms and conditions of the Framery Warranty for Registered Products.

Warranty time

Five years

Framery products are warranted for five (5) years, except products, components and materials as described below:

Two years

(i) Wear parts including gas lifts, levelling gliders, fabrics, felt, carpet, door, door seals, hinges and locks for all Framery products ("Wear Parts").

(ii) Electronic components including, led lightings, fans, power and USB chargers, wireless chargers, motion sensors and motor-driven height adjustment mechanisms for all Framery products ("Electronics").

All software is without warranty of any kind, either expressed or implied.

Warranty coverage

The warranty covers defects that derive from the production of the Framery products. During the five (5) years (two (2) years for Wear Parts and Electronics) limited warranty period,

Framery Oy will repair or replace, as its option, a product, part or component covered by this warranty and sold after effective date of this warranty which fails under normal conditions of use as a result of a defect in material or workmanship.

Framery Oy or its authorised distributors will repair or replace the aforementioned product, part or component with a comparable product, part or component. Any warranty service provided by Framery Oy or its authorised distributors will not result in a suspension or interruption of the warranty period or will not start a new warranty period. This warranty extends only to the original Purchasers who acquire a new product from Framery Oy, its subsidiaries, or its authorized distributors.

Any product, part or component must have been used according to Framery Oy's published instructions and installed and maintained by a Framery technician or an authorized Framery distributor installer. Any misuse, abuse or modification to the original product voids the warranty.

Any product that was not installed by a Framery Oy authorised installer will not be considered defected and Framery Oy will not be obligated to repair or replace such product.

Use of Products and limitations

The warranty period starts from the date of purchase. The warranty must be activated by the Purchaser by completing and submitting the registration form. The products are warranted for normal use over the length of the applicable warranty period as set forth above. Normal conditions of use mean among other things:

- The product is used indoors.
- The product is moved, dismantled or repaired only by using

Framery Oy instructions.

- The maintenance of the product is done by using Framery Oy instructions.

The warranty does not apply to:

- the products having been at any time, during the period beginning with their delivery Ex Works Tampere, Finland, stored, handled, transported, installed, maintained or used in a manner inconsistent with Framery's then current technical requirements, the standard instructions (or in the absence thereof, in accordance with generally accepted practices in the industry) or the alleged defect having been caused by accident, neglect or events beyond Framery's control occurring after delivery of such products Ex Works Tampere, Finland; or
- normal wear and tear or wear and tear of the surfaces that are in heavy use (for example floor or carpet); or
- use or conditions affecting the products which are unusual or not reasonably foreseeable in relation to the conditions, or
- use of the products in connection with non-Framery parts, spares or materials which have not been approved expressly by Framery; or
- the product or a part of the product has been improperly stored, used or kept outside of normal office conditions, or in conditions with dramatic temperature variations or outdoors or in an environment not suitable for the product; or
- the product has been moved, dismantled or repaired against the Framery instructions; or
- repairs, alterations or customisation carried out without Framery's written consent or faulty repairs executed by others than Framery or its authorised co-operator.
- changes in surface finishes due to aging or exposure to light, or
- pilling of textiles, or
- damage, marking, or staining of surfaces due to contact with rubber or similar compounds, or
- damages from sharp objects or imprinting from writing instruments; or
- damages caused by force majeure; or

- damages caused by moving, dismantling or repairing by other than personnel of Framery Oy or authorised distributor; or
- damages caused by using shoes within doors; or
- damages in glasses caused by abnormal use of product; or
- damages due to misuse or vandalism; or
- damages due to slamming the door open or close or due to leaning against the door, or
- damages resulting from moisture.

The use of the product is forbidden and must be restricted if the product is defected.

Reclamation time: The Purchaser shall within reasonable period of time and in no case later than twenty-one (21) days after discovering the defect submit the reclamation to Framery Issue Tracking system. The reclamation is to be sent via Framery Issue Tracking system support.frameryacoustics.com. Notwithstanding the above, if the defect is likely to cause damage to person(s) or property, the Purchaser is obliged to immediately after having discovered the defect to submit the reclamation via Framery Issue Tracking system or by contacting Framery Oy by phone.

If the Purchaser fails to submit the reclamation or otherwise notify Framery Oy of the defect within the time specified above, the Purchaser shall lose its right to have the defect remedied under this warranty.

The Purchaser is obligated to deliver the description of the defect by photos and text.

Framery Oy reserves the right to request the return of damaged warranty products before replacing them. The Purchaser shall provide Framery free of charge with all necessary access and all other facilities and all information required to enable Framery to investigate the nature and cause of the defect claimed and to carry out its warranty obligations. The necessary access and all other facilities shall be provided for normal working hours. Framery Oy will not be liable for any damages, operating or commercial losses (including costs) however caused, whether direct or consequential, incurred or suffered by the Purchaser or any third party respect of the products but nothing contained herein will or will be considered to exclude or restrict any liability on Framery Oy's part for death or personal injury resulting from negligence.

The terms of warranty are valid until recalled and may change from time to time. The latest version of the warranty terms is available at register.fre.im.

FRAMERY OY EXPRESSLY DISCLAIMS AND EXCLUDES ALL OTHER REPRESENTATIONS, CONDITIONS, WARRANTIES OR GUARANTEES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE (INCLUDING BUT NOT LIMITED TO COMMON LAW), ORAL OR WRITTEN, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. THE WARRANTY SPECIFIED IN THESE WARRANTY TERMS IS THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY AND IN LIEU OF, NOT IN ADDITION TO, ANY OTHER REMEDY AVAILABLE AT LAW OR IN EQUITY.