

Effective date: 1<sup>st</sup> September 2023

This is your personal warranty from THE 2ND POST - Office suppliers. It applies only to you bought through our official online stores and offline showrooms. Do not remove any sticker and label underneath as it can help us to track your order. If we cannot determine the authenticity or original condition of products sold through channels outside of our online shops or showrooms, we regretfully won't be able to provide warranty support for those products. This warranty applies, subject to the terms and conditions listed in this Chair Limited Warranty.

**Note:** The product life will be affected by user size / weight, product use, care and maintenance, environment and other factors which will result in a reduction of the warranty in proportion to the increased usage. All warranty is against manufacturing defect and applicable to standard model and specification only.

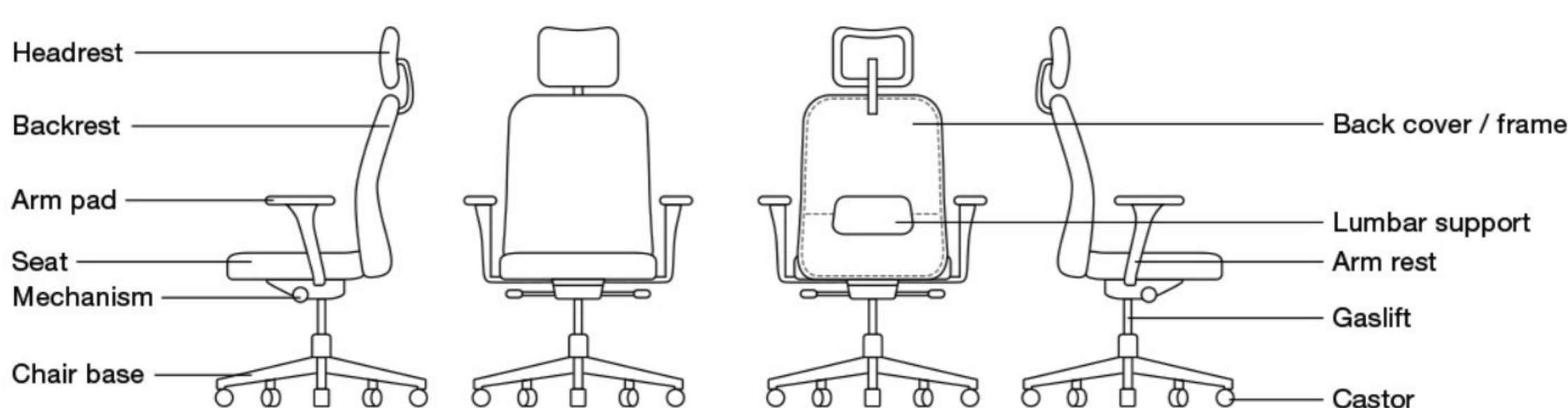
## Warranty coverage

We warrant the following:

- The Product you bought will match the descriptions we gave you when you contacted us, or through our online stores or showrooms;
- The Product will be of satisfactory quality; and
- The Product will fit your particular purpose if we promised that the Product would meet a need you told us about, based on our records.

Products	Warranty Period	Terms
Chairs: Mechanism, Gaslift, Chairbase, Castors	Depend on products	Subject to availability
Chairs: Headrest, Armrest	Selected products	Subject to availability

## Understanding office chair parts



## Warranty period for office chairs

Chair Categories	Products	Model Codes	Parts	Warranty Period (effective from 1st September 2023)
Ergonomic	Ergonomic high back mesh chair in black frame	MS023H	Mechanism, Gaslift, Chairbase, Castors	5 Years
			Headrest, Armrest	5 Years
	Ergonomic high back mesh chair in black frame with syntenic leather.	MS021H	Mechanism, Gaslift, Chairbase, Castors	5 Years
			Headrest, Armrest	5 Years
	Ergonomic high back Senior Executive Mesh chair with mould foam and black color elastic fabric (26-28) upholstery with plastic seat cover	GA021H	Mechanism, Gaslift, Chairbase, Castors	5 Years
			Headrest, Armrest	5 Years
Highback Chair	High Back Ergonomic Fabric Chair Elastic fabric upholstery seat with mould foam, sliding seat.	KB022H	Mechanism, Gaslift, Chairbase, Castors	5 Years
			Headrest, Armrest	5 Years
			Mechanism, Gaslift, Chairbase, Castors	5 Years
			Mechanism, Gaslift, Chairbase, Castors	5 Years
Medback Chair			Mechanism, Gaslift, Chairbase, Castors	5 Years
			Armrest	5 Years
			Mechanism, Gaslift, Chairbase, Castors	5 Years
			Mechanism, Gaslift, Chairbase, Castors	5 Years
Lowback Chair			Mechanism, Gaslift, Chairbase, Castors	5 Years
			Armrest	5 Years
			Mechanism, Gaslift, Chairbase, Castors	5 Years
			Mechanism, Gaslift, Chairbase, Castors	5 Years
			Mechanism, Gaslift, Chairbase, Castors	No Warranty
Visitor Chair	BJ086	OI/BJ086/BLK	-	No Warranty
Training Chair	BJ701	BJ/701/BLK	-	No Warranty

## What is NOT covered?

The 2nd Post's warranty does not extend to:

- Damage resulting from normal wear and tear, or due to the aging of materials
- Aesthetic defects and minor deviations of the Products from images posted in the Stores or due to naturally occurring variations in the materials used or manual assembly of Products
- Damage resulting from exposure to unusual conditions e.g. chemical issues
- Damage resulting from natural reaction e.g. Oxidation, decomposition
- Damage resulting from a collision with any object
- Damage resulting from failure to apply, install or maintain products according manufacturer instructions and guidelines
- Damage caused by accident or natural disaster such as fire, terrorist attack, flooding, sand, dirt, windstorm, hail, earthquake and etc
- Damage resulting from improper use and used for purpose others than those originally intended
- Damage caused by rust or corrosion
- Misuse, abuse, or accident (including without limitation, use of product in extreme environment conditions)
- Alteration or modification or product
- Customer's own material or customer-supplied item
- Marks, scars, or wrinkles occurring naturally in leather
- The color fastness or the matching of colors of textiles including an exact match to cutting, samples, or to swatch charts
- Changes in surface finishes due to aging or exposure to light
- Pilling of textiles
- Foreign objects abrading upholstery materials over time

## How to claim the Warranty?

Begin by checking with the 2nd Post or refer to tender numbers where you purchased your product to determine if it's still under warranty and eligible for replacement or repair. Please note that you must submit the original sales receipt of your product to verify eligibility for warranty service

If your product is still under warranty, you'll need to provide the following information:

A clear picture of the sales order receipt/ invoice & a manufacturing label which is placed under the chair seat. If the document or label is missing or torn, the place of purchase should assist you with identifying the following required information:

- A valid sales order number
- Billing Name (only for registered billing company customers)

A description of the issue and a photograph which clearly identifies the product as well as the issue. If a close-up image is needed to clearly show the area of concern, please send two images. When appropriate, a video may be requested (i.e. squeak or unusual movement).

The manufacturing label is placed under the chair seat. Please do not remove it or the warranty will be voided.

## Is repair free with Warranty?

Please note that warranty claim / replacement / repair covers for the products or parts only. It doesn't include service or transportation charges. The reported faulty parts must be returned in order for an exchange / repair.

The warranty claim procedure of self collect and return are as following:-

- Service / Transportation charges will be waived for purchase less than 3 months.
- SGD50 charges apply to onsite services (door-to-door) for selected Klang Valley customers. The product will be sent back to HQ for repair or replacement if it involves more technical process.
- Service fee of SGD50 will be charged to the first chair, and SGD30 service fee is charged to the following chairs regardless of the warranty period.
- Courier services option is available at a charge. Customer may also arrange for own transportation arrangement.

## Where to claim the Warranty?

If it is tender claim from the bidder and if it is seller, claim from the supplier.

Usually courier service is use unless otherwise.

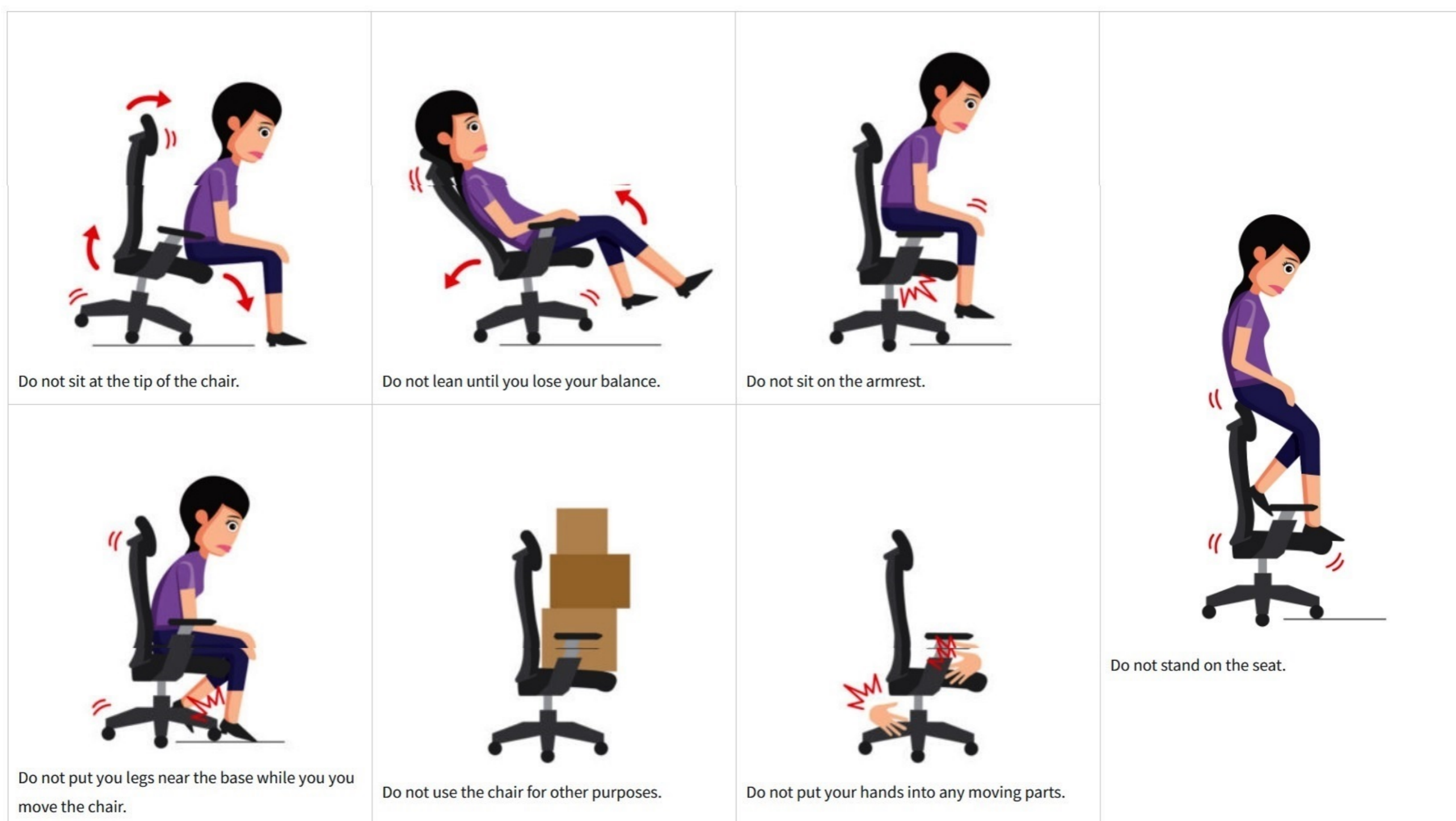
Phone: 8498 4829

Email: john@t2p.sg

## Safety Guidelines

Office chair can often lead to serious injury or damage to the chair itself if it's not appropriate use, so chair safety in the workplace should not be overlooked. Always look out for possible risk of injuries when you are sitting on your chair. Improper use or abuse of office chair can create damage over time and your warranty claim may be denied.

AM Office will not be liable for any discomfort or health related issues after usage of our products, unless product is defect and malfunctions under warranty. We encourage our buyers to read the reviews and study the product before making the purchase, or visit our offline showrooms to test the products.



## Return & Refund Policy

All goods sold are final sales, they are not refundable and exchangeable. Customers are responsible to check the goods upon receiving. For manufacturing defects. If you believe the product is not in good condition, please notify us upon receiving the goods. Please note that the product may vary slightly from images and all measurements are subject to change without prior notice.

## Disclaimer of Warranties

The 2nd Post does not make nor is it responsible for any warranties of any kind, either expressed or implied, including but not limited to implied warranties or merchantability and fitness for a particular purpose. No other express warranty has been made or will be made on behalf of The 2nd Post or suppliers with respect to the furniture and its parts, or the operation, repair, or replacement of the furniture and its parts. Furthermore, no representative of all our overseas suppliers or its distributors or retailers is authorized to make any changes or modifications to these limited warranties. The 2nd Post shall not be liable for any economic or monetary loss whatsoever, nor for any incidental or consequential costs, nor for any expenses and damages incurred by the purchaser as a result of any claim made against all our overseas suppliers in connection with this sale. In the event that any of the warranty disclaimers made above are held to be invalid, the purchaser's sole and exclusive remedy shall be repair or replacement, The 2nd Post's option, of defective products.