

## WARRANTY

Bulo products are under guarantee for a 2 year period for manufacturing defaults following the date of delivery. Each Bulo product has been manufactured with exceptionally high quality materials and with the greatest possible care. The product leaves the factory only after a thorough quality control. Should in spite of our control a material- or production fault occur within the warranty period, Bulo will exchange or repair the product or provide the necessary replacement parts, corresponding to the delivery conditions valid at the time the delivery of the product occurred.

This warranty applies on the sole condition that the care and maintenance instructions were correctly applied and the products have been used in regular fashion. Defaults that occur due to injudicious use are exempt from the guarantee.

Appealing to the Bulo guarantee is possible within the guarantee period that starts from the date of delivery to the first owner or at the latest from 30 days after delivery of the goods to the Bulo dealer. Application on the guarantee can be directed either to Bulo or to your Bulo dealer, only on presentation of the invoice. Bulo or your Bulo dealer will take care of the complaint.

### Wood is a natural material

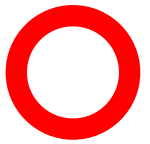
- Under the influence of light a discoloration of the original (or natural) wood colour occurs (ask Bulo or your Bulo partner for explanation and advice). Extremely important for the condition of the wood is maintaining the relative humidity as constant as possible (approx. 60%) to avoid drying, and with it shrinking, of the wood.
- Our veneer samples are made from another tree than the veneer for the final product. This means that the veneer used for the final products can deviate in color and design from our veneer samples.
- In products where veneer or solid wood is applied it is therefore also possible that there is variation in color and grain within one order with multiple products in the same veneer or solid wood, or even within one product.

These are inherent to wood and therefore exempt from the guarantee.

### Specific exclusions

- Normal or excessive wear and tear is not covered by the guarantee.
- Damages occurred through improper use or incorrect maintenance are exempt from the guarantee.
- Indirect damages following a possible defect, such as loss of income, etc... are not covered by the guarantee.
- Repairs on the product or upholstery executed without written consent from Bulo are exempt from the guarantee.
- The guarantee does not apply on leather, faux leather and fabric upholstery, gaslifts and castors, for which a 1 year guarantee applies.
- Materials that are not part of the standard Bulo collections, used on explicit instructions of the buyer, are not covered by the guarantee, amongst them also COM and COL. With the use of COM or COL, even if Bulo accepted the order, there is no guarantee on the fabric or leather, its behavior on the chair or sofa after either short or long term use, nor on pilling or creasing. Our standard warranty applies to the unupholstered parts of the product only. Bulo can not be held responsible for the fact that light colors tend to get dirty rather quickly.
- Natural product changes, due to aging, exposure to light and naturally occurring markings, scarring and wrinkles in leather, are not covered by the guarantee. Leather is a precious and valuable product. No two are alike. A variety of markings like healed scars and abrasions may be visible and are not considered defects but rather add to the character of the piece, reflecting its history. All leather will stretch and form comfort creases as a result of being sat on. The effect is called puddling. Puddling occurs from the initial use period and generally does not continue beyond this, as the amount of stretch is directly related to the amount of compression. Puddling is not a fault with the leather; rather it is a good indication of quality manufacturing as large pieces of leather are used. The creases do not diminish the quality of leather upholstered furniture. It is a natural process.
- Damages to the shell and/or upholstery of the Tab Chair due to impact caused by the user.
- Damage caused during onwards transport or improper storage of the product or damage caused by accident are exempt from the guarantee.
- Color variations. While every effort is made to ensure parity of color, Bulo can't guarantee an exact color match in any painted or wood finish or guarantee against commercial variance in fabrics, especially on repeat orders.
- Transport damage. We refer to the chapter "Damaged goods".
- Bulo is not responsible if delivered goods do not comply with whichever legal, technical and coordinative aspect laid down by the country or region in which the products have been installed. Whether or not goods comply to whichever local regulation is the sole responsibility of the buyer.

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For products or parts that Bulo procures with third parties goes that Bulo applies the same guarantee as per the warranty conditions that Bulo receives from the supplier, with a minimum of 12 months.

#### Damaged goods

Bulo guarantees that products are in impeccable condition when leaving the warehouse in Mechelen, Belgium.

Reports of damaged goods are only accepted when compliant to the below conditions:

It is imperative that the condition of the packaging at receipt of the goods is photographed by the receiver and can be passed on to Bulo in case of damage to goods. Without photographs of the packaging prior to moving or unpacking, a claim about damaged goods will not be accepted.

Photographs of damaged goods taken after trans-shipment, after changing our packaging or after installation only will not be accepted in a claim, unless they are accompanied by visible proof that the damage occurred prior to the trans-shipment, changing our packaging or installation.

Visible transport damage or loss MUST be noted on the carrier's CMR consignment note. This must be reported to the carrier and to Bulo in writing within 24 hours following the delivery, accompanied by photographs taken at the moment of delivery as described above and a copy of the CMR consignment note.

In case of visible transport damage, the goods need to be inspected immediately to determine whether there is damage to the goods.

Damage to goods inside visibly damaged packaging needs to be reported to Bulo within 48 hours after receipt of the goods, accompanied by at least 1 detailed photograph of each damage, at least 1 photograph of the entire product and the photographs taken at the moment of delivery as described above.

Damage to goods inside undamaged packaging needs to be reported to Bulo within 7 calendar days after receipt of the goods, accompanied by at least 1 detailed photograph of each damage, 1 photograph of the entire product and photographs taken at the moment of delivery as described above.

With delivery ex-works, the liability for the goods is transferred from Bulo to the buyer from the moment the goods have left Bulo's warehouse.

Returned goods are not accepted unless the sender has received written consent and despatch instructions from Bulo.