



XFRAME™

Product Warranty

Modular Walls, Pods, Booths, and Meeting Rooms

Introduction

XFrame is committed to providing high-quality products and ensuring customer satisfaction. This warranty outlines the terms and conditions under which XFrame products are warranted against defects in materials and workmanship.

Warranty Scope

Modular Walls, Pods, Booths, and Meeting Rooms

Period of Warranty

5 Years

Coverage of Warranty

XFrame warrants its products are free from defects in materials and workmanship for a period of 5 years from the date of delivery.

During the applicable warranty period, XFrame will repair or replace (at its discretion) any product, part, or component covered by this warranty which fails under normal use as a result of a defect in material or workmanship with a comparable product (at its discretion).

Warranty Claims Process

All warranty claims must be communicated to XFrame. This warranty covers the sale of XFrame products in all countries but only extends to the original purchasers. Any misuse, abuse, or modification to the original product voids the warranty. XFrame does not warrant the performance of the product when used in combination with anything other than original XFrame or approved third-party products. Any product, part, or component must have been installed and maintained by XFrame.

Exclusions

- Any damage arising from water, heat, and/or direct sunlight
- Improper transportation and installation after original installation
- Claims for any other associated cost from the user
- Natural variations in wood grain or the presence of character marks
- Changes in surface finishes due to aging or exposure to lights
- Failure resulting from normal wear and tear
- Matching of colors, grains, or textures of natural products
- The colorfastness or the matching of colors of textiles, including an exact match to cuttings, samples, or swatch cards
- Damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds, damage from sharp objects, or prolonged exposure to direct sunlight
- Damage caused from improper storage

Warranty does not apply to product failure resulting from:

- Normal wear and tear
- Abuse, misuse, accident, or repeated knocks
- Alteration or modification of the product
- Third-party fabrics, upholstery, foam, or other third-party materials applied to products
- Damage caused by a carrier other than XFrame
- Products not installed by or under the auspices of a certified dealer of XFrame
- The substitution of any unauthorized non-XFrame components used in place of XFrame components in an integrated product solution
- Claims for any other associated costs from the end user, including claims for reimbursement for any work carried out by an unauthorized third party

All replacement parts warranty is applicable from the date of delivery to the customers. Parts used to repair a product under warranty are covered to the end date of the original warranty period only.

XFrame reserves the right to perform an onsite inspection of the defected item, request the product be returned for further testing, or provide photographic evidence of product failure prior to any warranty claim being finalized.

All claims under this warranty must be communicated directly to XFrame. Unauthorized servicing immediately renders any warranty null and void. Parts used to repair a product under warranty are covered to the end date of the original warranty period only.

Governing Law: This warranty shall be governed by and construed in accordance with the laws of New Zealand.