

# Great Expectations

## 充满期待

You have them. And so do we. That's why we back our products with a comprehensive warranty plan. At Haworth, we value our customers, and this is part of our pledge to be the best partner for your organisation and to provide future assurance through integrated, adaptable products and sustainable environments.

我们与您一样，都对海沃氏产品充满期待。为了不负您的期望，我们准备了完整的质保方案。我们重视客户，通过集成、具有适应性的产品和可持续的环保保护为我们彼此共同的未来提供保障，期待成为您的最佳合作伙伴。

### PRODUCT NON-OBSOLESCENCE AND WARRANTY POLICY CN.BILINGUAL

#### 产品质保和保修政策

This Asia Pacific Haworth Product Non-Obsolescence and Warranty Policy (the "policy") applies to products manufactured after January 15, 2015. For products manufactured before this date please refer to the earlier published policy when purchased or contact your local Authorized Haworth Dealer\*. All Haworth products (except EZ range which is governed under Easy by Haworth Warranty) are warranted for 24 hour / 7 day use over the length of the Applicable Warranty Period as set forth below.

本亚太区海沃氏产品质保和保修政策（“政策”）仅适用于 2015 年 1 月 15 日之后制造的产品。上述日期前制造的产品请参考之前随附于产品的相关政策或咨询您当地的海沃氏授权经销商。所有海沃氏产品（由《Easy by Haworth》质保管辖的 EZ 系列除外）在下列规定的相应保修期内享有 24\*7 (24 小时全天，1 周 7 天) 全天候保修服务。

Haworth, Inc. or Haworth, Ltd., (each called "Haworth") will make a good faith effort to maintain product compatibility within our various generations of integrated product platforms to provide our customers with spaces that adapt to change. Under our non-obsolescence policy, we commit to provide our customers with products of comparable function or periodically to maintain the market appeal of our products and respond to the demands and changing preferences of our Warranty Period.

Haworth, Inc.或 Haworth, Ltd.（统称为“海沃氏”）将竭诚确保不同时期的产品采用跨代产品集成平台，以实现良好的兼容性，支持用户与时俱进空间变化的要求。在产品延续性政策的支持下，我们承诺将依据相应保修期内向用户提供具有类似的功能或操作特点的产品。海沃氏必须定期更新有关产品的布料及表面材质，以便更好的维持产品市场吸引力并及时响应用户不断变化的需求和喜好。因此，海沃氏或相关制造商可能会在有些产品保修期截止之前终止某些布料及表面材质的供应。

If a new product purchased or leased from Haworth or from an Authorized Haworth Dealer proves to be defective (as defined below) while the product is still in the possession of the initial purchaser or lessee and if they, within the the Applicable Warranty Period, send notice of the defect to Haworth by electronic mail (customerservice@haworth.com), then, except as provided below, Haworth will, at Haworth's option, either repair or replace the product, at Haworth's expense, or refund the defective in material or workmanship and if the defect materially impairs the value of the product to the purchaser or lessee. The applicable warranty period begins on the day the product is manufactured. If a product that the purchaser

or lessee installer, then the product may not be considered defective and Haworth will not be obligated to repair or replace it or to refund its price.

如产品最初购买者或租用者发现从海沃氏或经海沃氏授权经销商处购买或租用的新产品有瑕疵（定义如下），须在适用的保修期（保修期自产品制造日期开始计算）内通过电子邮件向海沃氏（customerservice@haworth.com）发送产品瑕疵通知。海沃氏在接到通知后，会对产品瑕疵进行鉴定，并自行选择出资修复，替换产品或退款（下文规定的情况除外）。如海沃氏认定产品材料或工艺有瑕疵，且有损产品价值，产品应视为“瑕疵品”。但如果产品购买者或租用者在瑕疵通知中引用的产品并非由海沃氏有资质安装人员进行安装和/或经海沃氏培训合格的安装人员配置，则该产品不能视为“瑕疵品”，海沃氏将无义务修复、替换此产品或退款。

## PRODUCTS / APPLICABLE WARRANTY PERIOD 产品/适用的保修期

### Lifetime 终身保修

All Haworth products are warranted for lifetime except products, components and materials described below:

海沃氏所有产品都享受终生保修服务，以下几种产品、组件和材料除外：

### Twelve (12) Years 12 年

All Haworth AP manufactured seating (excluding Look, Aloha Active - Comply, soft seating for ten years as detailed below); is warranted for 24/7 multiple shift use by persons up to 325 lbs and includes the framework, mechanisms, seating foam, seat & back mesh and seating glides & casters.

所有海沃氏亚太区制造的座椅（以下规定的十年保修期的 Look、Aloha Active - Comply、软椅除外）享有 24\*7 轮班制全天候保修服务（使用者重量不超过 325 磅），保修部件包括椅架、机构件、坐垫泡棉、座背网布、座椅脚垫及脚轮。

### Ten (10) Years 10 年

Look and Aloha Active (Comply) seating, HAT Frame of HAT Elements, AllWays storage, M Series storage, HPL worktops, foam arm caps, and products that are at any time used in a classroom or educational environment (other than administration areas) except as limited or described below:

Look 和 Aloha Active (Comply) 座椅、HAT Elements 升降机构、Allways 储物柜、M 系列储物柜、高密度防火桌板、发泡扶手垫和所有在教室或教育环境（除了管理区域）中使用的产品，下述除外。

### Five (5) Year 5 年

Artitude pedestal, Eddy/Maria tables, LIM / Brazo task lighting, LPL, bamboo and horizontal glass worktops, all wood or wood framed products (and therefore including Haworth lounge seating, Orangbox, IQ Commercial and Fletcher localization products), fabric scrims and fabrics rated Heavy Duty (A) under the Association of Contract Textiles Guidelines (AP grade A/B/C/D/E), Nature leather (grade 2), markerboard laminates, gel arm caps, and Worksystems Accessories.

Artitude 储物柜、Eddy/Maria 桌子、LIM/Brazo 照明灯、低密度防火桌板、竹制或玻璃桌面、所有木材或木材框架产品（包括软包休闲椅以及 Orangbox, IQ Commercial 和 Fletcher 本地化产品）、织物面料和根据合约纺织品协会指南规定的装饰布（A 等级）面料（AP 级别 A/B/C/D/E）、自然皮革（级别 2）、白板贴面、凝胶扶手垫和系统办公家具配件。

### Three (3) Years 3 年

Workware™ products, DeskFit task lighting, Artitude Lite pedestal, storage lock sets, pulls and slides, plastic ultraviolet light color fastness and fabrics rated General Contract (a) under the Association of Contract Textiles Guidelines (AP grade 0).

Workware™科技产品、DeskFit 照明灯、Artitude Lite 储物柜、储物柜套锁、拉手和滑轨、紫外线色牢度的塑料制品和根据合约纺织品协会指南规定的一般合约 (a) 等级面料 (AP 级别 0)。

## Two (2) Years

2 年

Powder-coated marker boards, hinge sets for storage, damper pin for soft-closing flip top. 粉末涂层白板、储物柜铰链组、桌面走线翻板阻尼。

## One (1) Year

1 年

Retrofit USB, AP Task Light, soft palm rest, PU desk mat, APleather (grade 1), PET, translucent edging and Matzform products. All extra specials' products (e.g. with design change and/or sizes

larger than Haworth standards maximum dimensions).

USB 插座, AP 系列工作灯、软手托、PU 桌垫、AP 皮革 (级别 1), PET, 半透明封边以及 Matzform 全系列产品。所有特殊订制产品 (如: 经设计改装和/或尺寸规格大于海沃氏最大标准的产品)。

## Vary by product origin

产品保修期因产地而异

Products that are manufactured and imported from Haworth North America and HaworthEurope, x-Friends\*\*, OEM or third party products, and Intuity HAT leg shall refer to the respective warranty.

由海沃氏 (北美) 和海沃氏 (欧洲) 制造和进口的产品, xFriends\*\*, 外包或第三方产品, 以及 Intuity 可调节高度桌子支撑脚应参考各自的保修期。

Each Haworth “standard specials” product will be warranted for the same applicable warranty period of the comparable catalogue product unless otherwise stated on the specials solutions department inquiry response.

每个海沃氏 “标准订制” 产品的保修期与类似产品保修期相同, 除非特制方案部门在质询回复中有其他说明。

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

所有软件均不提供任何保修服务, 无论明示或隐含。

All service parts are warranted for two years or the remaining balance of the assembly's original warranty period, whichever is longer.

所有维修件保修期为 2 年或等同于原始装配件剩余保修时间, 以时间长者为准。

\*An Authorized Haworth Dealer is any dealer or retailer that sells and installs within their primary contracted area and/or under the Dealer Link Program Agreement.

\*海沃氏授权经销商是指所有根据《经销商加盟协议》在主要约定区域进行销售或安装的经销商或零售商。

\*\*The Applicable Warranty Period for xFriends products is specified in the price list of the relevant xFriends products.

\*\* xFriends 产品相应的保修期请参见相关 xFriends 产品的价目表。

A product will not be considered to be defective, and Haworth will not repair, or replace it or refund its price if the product (1) is a consumable product, such as a lamp bulb; (2) is “Customer's Own Material” (i.e. material specified by the purchaser or lessee that is not a standard Haworth products offering, such as Haworth Alliance fabrics); (3) is not installed and used as recommended in Haworth's written specification, installation and user guides; (4) is not under condition of normal use and maintenance (see Haworth Care and Maintenance guide), such as exposure to outdoor, high humidity and or corrosive environment; (5) has been otherwise misused or suffered abusive damage; (6) or is a product that manufactured by a third-party

supplier from whom Haworth purchases it for resale without incorporating it into Haworth product (in which case Haworth will assign to the purchaser or lessee any warranty that the manufacturer provides), unless specified by Haworth in writing.

以下产品不视为“瑕疵品”，且海沃氏无义务修复、替换或退款：(1) 损耗品，如灯泡；(2) 产品归“用户所属”（即：由购买者或租用者特别指定的物品，而不是海沃氏提供的标准产品，如海沃氏合作商面料）；(3) 产品未按照海沃氏的书面规定、安装和使用指南推荐安装和使用；(4) 产品未按照正确方式使用和维护（参见《海沃氏维护与保养指南》），比如暴露在户外、置于湿度高和/或腐蚀性环境；(5) 产品因错误使用或滥用而受损，或 (6) 由第三方供应商生产的产品，对于海沃氏购买后转售且并未纳入海沃氏的产品，海沃氏将沿用产品制造商提供的保修政策，除非海沃氏以书面方式特别说明。

A defect in material or workmanship does not include damage to a product, or failure of a product to operate or perform properly or to maintain appearance, caused by (a) normal wear and tear; (b) an Act of God or transportation; (c) a product alteration made without Haworth's express written authorization; (d) the natural variation of color, grain or texture found in wood and leather; (e) the natural aging found in materials such as wood, fabric and leather which results in colors shifting during use; (f) dye lot variations in fabric, leather or wall covering (g) the natural patina of leather during use; (h) "puddling" of leather or faux leather; or (i) reverse crocking of dyes from clothing onto our seating materials.

材料或工艺瑕疵不包括因未经正确操作、使用而造成的产品损坏，或未能适当维护导致的产品外观受损，或产品的自然变化，如：(a) 正常洗涤和磨损；(b) 不可抗力或运输导致的产品受损；(c) 未经海沃氏明确书面同意的产品修改；(d) 颜色、文理和皮革的自然变化；(e) 木材、面料的自然老化，以及皮革使用过程中发生的颜色变化；(f) 面料、皮革或墙面涂料染色批次不同而导致的差异；(g) 皮革使用过程中的自然光泽变化；(h) 皮革或人造皮革“起球”；或 (i) 衣服反向摩擦导致座椅材料被染色。

EXCEPT AS STATED ABOVE, HAWORTH DOES NOT MAKE A WARRANTY AS TO ANY PRODUCT AND, IN PARTICULAR, DOES NOT MAKE A WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE.

除了上文规定的，海沃氏不为其他任何产品提供质保服务，尤其是其应用于特殊目的和价值 and 适用性的产品质保。

Product repair or replacement or refund of the price, at Haworth's option, in accordance with this Policy, is the purchaser's or lessee's exclusive remedy for a product defect. Haworth shall not have tort liability with respect to a product, and Haworth shall not be liable for any consequential, economic, indirect, special, punitive or incidental damages arising from a product defect. Haworth shall not be liable for repair or product placement due to improper installation or any defect in materials used for installation which are not manufactured, sold or supplied by Haworth.

根据本政策，产品修复、替换或退款，完全由海沃氏自行决定，这是海沃氏就“瑕疵品”对购买者或租用者提供的补偿选项。海沃氏不承担任何产品侵权责任，且不对任何由产品瑕疵导致的直接结果，以及由此引起的任何损失（包括但不限于经济的、间接的、特定的、惩罚型的或附带的）承担赔偿责任。由于非海沃氏制造销售或供应的产品的非正确安装或任何用于安装的材料失效引起的修复或产品替换，海沃氏不承担任何赔偿责任。

Updated July 2021  
2021年7月日更新