



WARRANTY

The warranty is applicable and refers exclusively to office furniture articles produced by FREZZA S.r.l.. Articles 128-135 of the Consumer Code apply to the contract.

The warranty runs from the date of shipment, and delivery documents or invoice must be kept as proof of purchase.

The products are covered by a 10-year warranty (8 hours use per day/5 days per week), unless otherwise stated for specific products in the price list.

The warranty for manufacturing defects of mechanisms, electrical mechanism, electronic, mechanical, hydraulic and pneumatic components lasts 2 years from the date of issue of Frezza S.r.l.'s commercial invoice.

Quality defects and hidden defects which cannot be contested on arrival of the goods must be reported in writing within 08 (eight) days of discovery.

The warranty implies, where possible, the free replacement of the product within the necessary time by Frezza S.r.l. or, alternatively, the crediting of the counter value.

In case of products covered by a warranty issued directly by the manufacturer, the retailer undertakes to provide the purchaser with the details of the nearest address of the manufacturer's assistance network.

The warranty does not cover damage due to normal wear and tear, breakage or scratches of the material. The warranty is excluded for damage due to transport, handling, assembly, cleaning, improper use, modifications, additions or repairs, placement in unsuitable environments, normal office use, by way of example: rooms subject to prolonged exposure to sunlight, the direct influence of radiators or air conditioners, strong changes or high peaks of high or low temperatures, high or too low concentration of humidity, strong presence of salt, etc.

The warranty is excluded for items not mentioned in the price list or for exhibitions or fairs.

The warranty is excluded whenever the product is used improperly or otherwise.

All assembly must be carried out by qualified fitters in accordance with the assembly instructions: Incorrectly assembled products are not covered by the warranty.

This warranty does not cover consequential damage (including but not limited to the cost of repair or replacement of other property, which is damaged when the product is not functioning properly). This warranty does not cover shipping charges to or from an address outside of Italy, loss of time, loss of use, or other accidental damage.

PUBLIC COMMITMENT TO THE AVAILABILITY OF SPARE PARTS

Frezza S.r.l., with registered office in Via Ferret 11/9, 31020 Vidor (TV), in the person of its legal representative Eros Doimo, publicly commits to ensuring the availability of spare parts or components that perform the same function for a period of seven (7) years from the date in which the product is discontinued. Such availability will be provided upon a fee basis, according to the economic conditions in effect at the time of the request. This commitment is made with the aim of promoting product durability, reducing waste production and contributing to environmental sustainability goals.

Design
for evolving
Humans

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Subject to management and coordination activities
on behalf of We.Do Holding S.p.A.

REQUEST FOR SPARE PARTS

Customers with an active business relationship may get in touch with Customer Care directly through their usual contact person. All other customers, including end users who purchased the product from retailers, can request assistance by completing the form available on our website (<https://www.frezza.com/en/contacts>). Once the request is submitted, it will be managed by the company, which will contact the customer either directly or through a local retailer or authorised agent.

Our price list already includes a wide range of spare parts to cover the most common needs (worktops, desk legs or beams, locks, hinges, feet and more). Customer Care is available to help customers identify the most suitable spare part based on their specific situation or product configuration.

Customer Care also relies on a dedicated technical support specialist who can identify the required components even in more complex cases, or when the solution is not immediately evident (for example, for discontinued products or when modifying the layout of existing workstations).

For discontinued products that contain components no longer commercially available or not compliant with current regulations, our technical support specialist, in collaboration with the technical department, can suggest alternative solutions or components that meet the customer's needs.

Additionally, instructions for replacing standard or customised components can be provided when needed, even in exceptional or unforeseen cases.

FREZZA SRL
Il Presid. o Amminist. Delegato
(Dott. *Doimo Eros*)

