



10 YEAR-GUARANTEE TERMS AND CONDITIONS

Miko S.r.l. provides the following warranty to customers on the products destined to the furniture sector.

The warranty complies with and extends the relevant European laws.

The warranty covers hidden defects, i.e. defects which could not be identified immediately by resorting to ordinary diligence, and conformity defects; pursuant to European regulations, the life of the warranty amounts to **10 YEARS** starting from the date when the product is delivered to the customers (identified by the lot number and date of manufacture printed on the back of the product).

Conformity is defined as the product matching the information reported in the data sheet of each one product.

The present warranty explicitly does not cover the cases of products which are not perfectly clean or the defects of which are due to improper use, incorrect use or incorrect maintenance of the products themselves. In particular, natural wear cannot be considered a flaw or defect, nor can any tear, cut, stain, burn, puncture in the fabric deriving from use or external agents. Also any shrinking or variation of the product due to incorrect washing is not covered by the present warranty. the upholstery should be without sharp edges and corners. Also, the consistency of the upholstery foam used should stay the same for at least 10 years and must not crumble.

The warranty provided by Miko S.r.l. envisages the replacement of a share of the defective product according to the time elapsed after its delivery, based on the following table, and not the refund of direct costs incurred by the customer to repair the product. Such costs must be documented on request.

Years	0-2	2-4	4-8	8-10
Fabric replacement share	100%	70%	60%	50%

In the cases covered by the warranty, the customer must notify a detailed description of the defect/s identified to Miko S.r.l., along with the identification of the article, lot number and manufacturing date reported on the back of the product and any other information deemed useful to identify the product beyond doubt. Following an inspection of the product carried out by the Miko S.r.l. Quality Manager, if the presence of the defect/s covered by the warranty is confirmed, Miko S.r.l. will proceed to replace the product and will bear all costs, and any transport expenses incurred by the customer will be refunded. If disagreements emerge on the existing flaws or conformity defects covered by the warranty, a certified laboratory will be consulted in the customer's country, as reported in the attached list, to receive a decisive and irrefutable opinion. The laboratory expenses will be paid by the customer, and will be refunded by Miko s.r.l. if a defect is actually identified.

Any matter not explicitly dealt with in the present warranty is subject to the relevant European laws and consumer good warranties.

