

IMPORTANT INFORMATION



A GROUPE LACASSE BRAND

99 Saint-Pierre, Saint-Pie (QC), Canada J0H 1W0

DATE: January 20, 2016
TO: Groupe Lacasse Sales Representatives & Valued Customers
SUBJECT: **Arold Warranty - In effect January 20, 2016**

AROLD WARRANTY in effect on January 20, 2016

The following warranty applies to Arold products manufactured after January 20, 2016. This warranty is given to the initial buyer and is valid for as long as the product is owned by the original buyer. The warranty, which runs from the date of manufacture, covers defects in materials and craftsmanship found during normal usage of products during the applicable warranty period.

Warranty:

Groupe Lacasse LLC warrants its products, from the date of invoice, to be free from defects in material and workmanship for as long as the original purchaser owns it; proof of delivery being the only official document accepted by Groupe Lacasse LLC for any claim. This warranty is subject to the limitations, exclusions and other provisions below: Lifetime except those listed below.

Weight limit: 250 lbs. (113 kg).

Arold Products	Applicable Warranty period
Casters/Glides	5 years
C.O.M./C.O.V./ SPL/ Lacasse - To Supply Material	Not warranted
Electrical Components	5 years
Exposed wood	2 years
Foam	5 years
High-Performance Thermofused and High-Pressure Laminate	25 years
Internal wood frame	Lifetime
Mechanism	5 years
Metal frames	Lifetime
Standard Upholstery and Graded-in	5 years
Workmanship	10 years

Labor, delivery charges and service not covered under warranty.

This warranty does not apply to “normal wear and tear”, abuse, damage caused by a carrier, damaged caused by transport of product from one site or location to another and alterations to the product not expressly authorized by the Seller. It also does not apply to “Customer’s Own Material and Vinyl”, “Lacasse – To Supply Material” and “SPL” fabric, (i.e., material specified by the buyer that is not in the current Arold upholstery selection) used in the manufacture of Arold products. The Seller does not warrant the matching of colour, grain or texture except to within commercially acceptable standards. For the purposes of warranty claims, upholstery fabrics that have been dropped from Arold stocked upholsteries will be supported for 6 months from the date of discontinuation. For fabrics that are no longer available from the manufacturer, substitutes will be used for warranty claims.

Continued on page 2

IMPORTANT INFORMATION



A GROUPE LACASSE BRAND

99 Saint-Pierre, Saint-Pie (QC), Canada J0H 1W0

Page 2

A product will not be considered defective, and it will not be subject to the warranty, if the product is not installed or used as recommended in the Seller's written planning, installation or user guides. The warranty does not apply to any Aroid seating product that is used by an individual weighing over 250 lbs. (113 kg). Warranty will be void if identification label is removed under the chair or if a proof of delivery cannot be supplied.

Except as stated above, the Seller does not make any express or implied warranties as to any product and in particular does not make any warranty of fitness for any particular purpose except for standard use of no more than 40 hours per week. The remedies described above are the buyer's exclusive remedies for any product defect. The Seller shall not be liable for consequential, economic, indirect, punitive or incidental damages arising from any product defect.

* The applicable warranty period assumes that the product is used an average of not more than 40 hours per week. If a product is used more than this, the applicable warranty period shall be reduced in proportion to the increased usage. For example, if casters are used an average of 50 hours per week, the applicable warranty period for the casters shall be reduced to four years.