

# Effective as of: (11 May 2023)

## WARRANTY

This warranty applies only to products bought through our authorized platforms. The warranty is non-transferable and shall be effective for the original end user from the date of delivery based on valid tracking details in our record system. Original end user means the final purchaser who bought the products from our authorized platforms, which consists of our website and any other websites hosted on domains registered by APOL Singapore, as well as flagship stores established in online or offline marketplaces registered under the name of APOL Singapore. We will not be providing warranty services for products purchased through other channels.

### A. Warranty Products and Period

Our warranty is applicable for the following products effective for their respective periods as follow:

APOL Products		Warranty Period
Aevum Series Chairs		3 Years / 5 Years*
Levodesk™		3 Years / 5 years*
Levodesk™ accessories and add-ons	Biometric Fingerprint Drawer	1 Year
	Nox Monitor Lamp	1 Year
Sphinx, Kraken, Behemoth Series Chairs		2 Years

\*Levodesk™ and Aevum Series Chair come with a default 3 years warranty. Share a photo or video of your Levodesk™ and Aevum Series Chair to receive a complimentary 2 years warranty extension. More information can be found on this page. <https://apol.sg/pages/warranty-redemption>

Parts and accessories not in the above table will not be warranted.

Warranty period starts from the date of delivery that is tracked and recorded by APOL.

### B. What Our Warranty Covers

- Levodesk™ electronic and mechanical functionality defects in following parts:
  - Motor

- Lifting Mechanism
  - Electrical Control Box
  - Electronic Control Panel
- Levodesk™ table frame and materials stemming from manufacturing defects.
  - Chair functionality defects in parts such as hydraulics, armrests, backrest recline, and castors.
  - All manufacturing defects of materials used at the time of delivery.
  - All missing parts or materials at the time of delivery.

### **C. What Our Warranty Does Not Cover**

- Wear and tear including, but not limited to, the wear and tear or degradation of PU leather, fabric, top portion of armrests, exterior of castors, tightness of mechanisms, tabletop and desk frame.
- Aesthetic defects, misalignment and cosmetic abnormalities or variations which do not affect the functionality of the product.
- Defects caused by accident, modification, alteration, misuse, improper assembly, contact with animals, site or environmental conditions (such as environments with high heat, high humidity, high salinity, or polluting gases), or other acts of nature or external causes.
- Consequential or incidental damage, whether resulting from the use, misuse or inability to use the product or from defects in the product.
- Contact with moisture (including, without limitation, due to conditions such as hyperhidrosis or contact with aqueous or organic solvents), thermal degradation or elements that are known to cause a breakdown of materials.
- Use in anywhere other than a domestic or private setting.
- Abuse, negligence, accident, fire or water damage, transportation by the customer or other causes beyond our control.
- Damage caused by a service performed by someone who is not officially acting as an employee, representative, or sub-contractor of APOL Singapore.
- The labour required to replace any defective parts.

### **D. How to Claim for Warranty**

- You must provide the exact causes/defects with detailed descriptions, images, and/or videos via email sent to **support@apol.sg** together with the order number that is found on the invoice sent to every customer in the order confirmation email.
- If you refuse or are unable to send the requested picture or video, we reserve the right to abandon or invalidate your claim.

- For a valid warranty claim, we will ship the defective parts to you and provide you with necessary replacement instructions.
- Appearance of replacement parts may have aesthetic differences from what you have originally purchased. We reserve the right to give other compatible replacement parts when the original purchased model is no longer available.
- Should you require us to repair or to install the replacement part, a labour fee will be charged at \$60. For jobs that cannot be resolved onsite due to our technical issue, we will collect the products back to APOL Singapore's premise to rectify then return to you within 7 working days.
- We may require you to send the defective parts back to us at your own cost. Shipping cost will be applicable if you need us to collect it back.
- All parts replaced or repaired under this warranty will be warranted for the remainder of the original warranty period.
- For repair and replacement of items that are out of warranty, you will bear the costs of the items and services.

#### **E. Limitations Of Warranty**

- APOL Singapore reserves the right to determine whether the warranty may be claimed.
- APOL Singapore reserves the right to determine whether a part should be repaired or replaced.
- Any repair or replacement under this warranty is limited to the defective part only.
- Parts replaced under this warranty may vary in color and texture from the original products.
- The warranty will be discontinued immediately if the product becomes defective due to misuse, abuse or lack of proper care and maintenance.
- APOL Singapore warranty applies to the original purchaser only. All subsequent owners of APOL products acquire them "as is". Any attempt to transfer any warranty in violation of this paragraph will void the warranty.