

WARRANTY POLICY

FULLY EUROPE BVBA warrants that the Products will be free from material defects at the time of delivery. This warranty is in lieu of all other warranties, express or implied, including without limitation any warranty of merchantability or fitness for a particular purpose. Except as specifically and expressly provided herein, there are no warranties, express or implied, which extend beyond the description on the face of these terms and conditions. This warranty applies only to Products manufactured by Fully. To the extent there is a defect in a component that is manufactured by a third-party, Fully will pass-through the applicable manufacturer's warranty.

1 ORDER CANCELLATIONS

Purchasers can cancel ordered Products up to thirty (30) days prior to shipping of the purchased Product.

2 REPLACEMENT PARTS

After a Product has been delivered and accepted by the Purchaser, if Purchaser believes that a part of the Product purchased by Purchaser is defective, Purchaser shall contact Fully at help@fully.com within 7 days of delivery and describe the defective pieces and defects in detail plus supply images of the defects. If Fully finds that the part is defective and that the claim was filed within 7 days of delivery, Fully shall, at its sole option, file a replacement number and replace the parts at issue. In the event of replacement, Fully will pay shipping costs for ground shipping of the replacement parts. If Fully reasonably determines that the Product is not defective or defects are due to assembly error or use or was not filed within 7 days of purchase, Fully will deny the application and take no further action.

3 RETURNS

After a Product has been delivered and accepted by the Purchaser, if Purchaser believes that a the entire Product purchased by Purchaser is defective, Purchaser shall contact Fully at help@fully.com within 7 days of delivery and file a return application with a detailed description and pictures of the defects. If Fully finds that the Product is defective and that the claim was filed within 7 days of delivery, Fully shall assign a return authorization number. The Purchaser may return the Product within 14 day of the date of delivery. Prior to return of the Product, Purchaser must have obtained a return authorization number by contacting Fully at: help@fully.com. No Product will be processed without a return authorization number. Purchaser agrees to pack the Product carefully, the same way it was

delivered and return it to Fully, freight prepaid, together with an explanatory note and the return authorization number. The returned Product must be free of any defect or damage caused by shipping or assembly. If Fully finds that the Product is defective and that the Product was returned within 14 days of delivery, Fully shall, at its sole option, either refund the purchase price, repair the defect, or replace the Product. In the event of repair or replacement, Fully will pay return costs for ground shipping. If Fully reasonably determines that the Product is not defective or was not returned within 14 days of purchase, Fully will contact Purchaser and will arrange for reshipment to Purchaser at Purchaser's cost, plus a handling fee of 10% of the Product purchase price or €250, whichever is greater. If Purchaser declines to pre-pay such shipping and handling costs, Fully shall be under no obligation to return such non-defective Product. Material defects shall relate a material failure to comply with Fully's published technical specifications for the applicable Product, available at www.fully.eu.

The right of withdrawal

The Consumer enjoys a right of withdrawal, in accordance with article VI.47 Belgian Code of Economic Law. The right of withdrawal provides the Consumer with the possibility to terminate the contract if, after the delivery, he is not satisfied with the product. No required motivation or penalty fee is applicable.

If the Consumer applies his right of withdrawal in conformity to the legal conditions, Fully will take care of the reimbursement of the amount actually paid for the product within fourteen (14) calendar days. The reimbursement will be carried out through the same payment method you used for the initial transaction, unless the consumer expressly agreed otherwise. No fee will be charged for the reimbursement.

Fully will not reimburse any additional delivery costs, such as the cost endorsed if the consumer selects a delivery method that differs from the cheapest standard delivery method.

According to article VI.53 of the Belgian Code of Economic Law, the Consumer is not entitled to exercise his right of withdrawal in the following cases:

- The supply of goods which are made to the consumer's specifications, or are clearly personalised (article VI.53.3°)
- Where the goods supplied have, according to their nature, been inseparably mixed with other items after delivery (article VI.53.6°)

Exercising the right of withdrawal

The Consumer who wishes to invoke the right of withdrawal must communicate his decision explicitly and unambiguously, in a written statement. The communication must happen within fourteen (14) calendar days.

- Sales contract: The day of acquiring physical possession of the goods.
- Service contract: The day of the conclusion of the contract.

It is up to the consumer to prove that he can rely on his right. The following information must always be clearly communicated:

- The following three dates: the date of order, date of receipt and the date on which the right of withdrawal is used;
- Name and address of the Consumer;
- Signature of the Consumer.

The Consumer must remand the products to Fully as soon he has notified his decision to exercise his right of withdrawal, and no later than fourteen (14) calendar days of the communication. The return shipment can only be done by manner of an authorized carrier. In any case, the Consumer will bear all costs and risks of remand. Fully may suspend the reimbursement until receipt of evidence by the Purchaser that the products have been returned.

The Purchaser is liable for any diminished value of the products resulting from the handling of the products beyond what is necessary to establish the nature, characteristics and functioning of the products. Fully is entitled to charge the costs of the impairment in proportion to the repayment.

The Consumer has no right of withdrawal if the above conditions are not met. In that case, the goods will be returned to the Consumer at the expense and risk of the Consumer. Fully undertakes to clearly communicate its motives to the Consumer.

MODEL FORM : RIGHT OF WITHDRAWAL

This model form allows you to easily apply your right of withdrawal. Please take into account the fact that withdrawal is not in all cases possible and that a purchaser remains liable for significant impairments to the products. Please only use this form if you are sure about the withdrawal.

Directed to:

FULLY EUROPE BVBA

Nieuwewandeling 62/10,

B- 9000 Gent

Company number (VAT BE): 0635.808.769.

(hereafter: "Fully")

E-mail : help@fully.com

Phone : BE: [+32 9 296 44 83](tel:+3292964483), UK: [+44 80 0069 8262](tel:+448000698262) or DE [+49 30 7001 4476](tel:+493070014476)

Contact details Consumer ("I"):

Name and surname:

Address:

Address:

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*)

.....
.....
.....
.....
.....The goods and / or
services were ordered on .. / .. / ..., and received on .. / .. /

I declare this form filled out in an accurate, truthful and complete manner.

Signature of consumer (s) (**)

Date .. / .. /

(*) Delete if not applicable. (**) Only if this form is submitted on paper

4 WARRANTY JARVIS DESK

The 7-year warranty on our Jarvis desk frame is fair to both us and our customers. If the Jarvis frame is not working because of a defect, then we should cover the costs. If the desk is damaged by the user, then they should cover the costs.

Covered by the warranty:

- The Jarvis frame itself, including the electric motors, control box, and switch. Basically everything that comes in the box.
- Performance according to published specifications.
- Defective materials or workmanship in frame or desk top.
- Defects affecting operation of the frame and height adjusting mechanisms.

Not covered by the warranty:

- Normal wear and tear of the desk top or paint finish.
- Any damages or malfunctions in the product caused by repairs, or attempted repairs, performed by anyone not affiliated with or authorized by Fully.
- Any product that has been damaged by or subjected to misuse, abnormal handling or impact.
- Improper assembly or disassembly.
- Any modifications to electronic components.

Guidelines:

- The Jarvis warranty period begins the day the product is delivered to the customer.
- This warranty is valid for the original purchaser of the product.
- We will repair or replace, free of charge, any parts necessary to correct defects in materials or workmanship.
- We will make an honest assessment when diagnosing the issue.
- When we are in doubt, we will err on the side of the customer.

To receive warranty service, please contact our support team at BE: [+32 9 296 44 83](tel:+3292964483), UK: [+44 80 0069 8262](tel:+448000698262) or DE [+49 30 7001 4476](tel:+493070014476) or help@fully.com.

Warranty Revision 10/10/2017 ***This warranty applies to all Jarvis desk bases purchased on or after August 01, 2017.