

Monastier di Treviso, January 21st, 2026

To Steelcase Asia Pacific Limited

To whom it may concern

Arper SpA Warranty Letter

Validity: Goods invoiced before and on 31/12/2026

Subject to the provisions therein, ARPER shall guarantee that their goods will maintain their characteristics for a period of five years (reduced to two for electric/electronic components) from the date of delivery.

Any extension of this guarantee period shall be against a surcharge, to be agreed between the parties.

The present warranty shall not apply to:

- any component supplied by Purchaser, or by a third party upon Purchaser's request;
- goods whose price is not fully paid.

The present warranty shall not apply to alterations caused by:

- normal wear and tear;
- imperfections, changes, and normal tolerances of natural materials and fibres (covers loss of elasticity included);
- assembling, utilization, or maintenance not conforming to indications as per relevant Products Sheet (e.g. stacking without proper stacking pad);
- abnormal, not previously agreed upon utilization (e.g. in unusual environmental conditions, or task chairs utilized more than 8 hours/day for 220 days a year);
- user's reckless behavior (e.g. scratches, or coloring due to user's clothes such as blue denim, or metal studs).

A request for warranty intervention is to be filed in accordance with the procedure set by ARPER, and ARPER is to be granted access to any claimed goods.

In all cases where the present guarantee applies, ARPER shall at its option either:

- (i) replace the guaranteed goods. Should the goods be guaranteed for more than two years, Purchaser shall pay a contribution of 40%, 60%, or 80% of their original purchase price, if intervention is requested respectively in the 3rd, 4th, or 5th year;

or

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di Marco's s.r.l.
Registro Imprese
di TV 02148660265
C.S. 6.500.000 € i.v.

(ii) (ii) to pay Purchaser a compensation equal to the purchase price. Should the goods be guaranteed for more than two years, said compensation shall be reduced to 60%, 40%, and 20% of their purchase price, if intervention is requested respectively in the 3rd, 4th, or 5th year.

ARPER shall bear no further liability. Purchaser shall waive any right of redress against ARPER deriving from Purchaser's liability towards a consumer.

With best regards,

Andrea Rossetto

Head of APAC



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