



Calma Warranty

Max Furniture

General Warranty Terms and Conditions

This Warranty Document applies to Calma acoustic pods manufactured in Sincan, Ankara, Türkiye by Numaş Teknoloji Üretim A.Ş. and distributed by Max Furniture.

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- The buyer is responsible for reviewing the warranty conditions. It is important that they understand their rights and responsibilities.
- The warranty period for the pod is five years from the date of the commercial invoice issued by Max Furniture.
- Max Furniture guarantees the highest quality and optimal performance of the furniture, provided it is properly stored, assembled, and installed according to the installation manual, and used for its intended purpose.

The Scope of Warranty

- The warranty covers defects in the furniture resulting from manufacturing faults or malfunctions. Max Furniture assumes liability under this warranty solely for defects that were present at the time of sale.
- Max Furniture reserves the right to refuse free repair or replacement under the following circumstances:
 - The warranty period has expired
 - The furniture has been used contrary to the provided instructions or for purposes other than intended
 - There are discrepancies between the order information and the complaint
 - Mechanical damage is reported after assembly
 - The complaint contains incomplete or insufficient information
- Any defects identified during the warranty period will be prepared for dispatch within a maximum of 14 days from the date the complaint is received. If spare or rare parts with

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longer lead times are required, the repair period will be extended accordingly. In such cases, Max Furniture will inform the dealer or customer.

Warranty Coverage Details

1. Max Furniture warranty does not apply to defects, damage, failure or loss resulting from:
 1. Normal wear and tear and/or abuse, misuse
 2. Cleaning the product with the wrong cleaning methods or cleaning with the wrong products by the user
 3. Cuts or scratches, or damage caused by impacts or accidents
 4. Any damage arising from unsuitable environmental conditions (climate, humidity, chemicals, direct sunlight)
 5. Damages caused by force majeure.
 6. Installers need to be authorized and qualified to install the pod, and this installation process should be carried out according to the installation manual
 7. Any other claims for associated costs from the user
 8. Repair by third parties, unless previously discussed and agreed and/or arranged with/by Max Furniture
 9. Defects and damage resulting from intentional harm to the furniture or gross negligence
 10. Products purchased from outlets, display models, or second-hand items are not covered by the warranty
2. The warranty period for electrical components and electronic parts is 2 years. This warranty is provided by Max Furniture like the product warranty.
3. The warranty does not allow the customer to claim lost profits or seek compensation for any potential damages resulting from a furniture defect.
4. Max Furniture is not liable for any health issues caused by improper use, improper storage, improper installation, or any other improper operation of the product
5. Max Furniture is only responsible for products and equipment that are of its own design. Max Furniture does not accept liability for parts that are not produced by itself. Examples include drilling a sprinkler hole after the installation of Calma, modifications made to the electrical structure, as well as structural alterations made to the product without the manufacturer's knowledge and approval.

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Warranty Procedure

1. To ensure a smooth warranty process, all parts and components under warranty evaluation must be thoroughly documented with photographs and promptly submitted to Max Furniture. If issues arise immediately after installation, the authorized installation team must conduct a full assessment, including key product details such as the Calma serial number and order number. This assessment should be submitted to Max Furniture to facilitate efficient warranty management, timely resolution, and to uphold customer satisfaction and product quality.
2. During the determination of defects, the following factors are important
 - A. Max Furniture is responsible for evaluating the reported issue and will provide feedback within three business days.
 - B. If a site visit is necessary, it will be carried out either by Max Furniture or an authorized team.
 - C. Visit arrangements will be coordinated between teams based on the client's availability.
3. Following the evaluation of a complaint, Max Furniture will determine the appropriate resolution. This may include repairing the product or, if repair is not possible, replacing the furniture or the relevant components with new, defect-free parts. Max Furniture reserves the right to retrieve and inspect all parts and products replaced under warranty.