



Product Warranty Policy

Effective: February 1st, 2023

1. Our commitment to Product Quality

This BuzziSpace Product Warranty Policy applies to products manufactured after February 1st 2023.

In accordance with the following warranty terms, BuzziSpace N.V., BuzziSpace Manufacture B.V. and BuzziSpace Inc., hereinafter referred to as BuzziSpace, guarantee – over a warranty period of either 1, 2 or 5 years as of date of receipt – that products made by BuzziSpace or its suppliers do not have any manufacturing or material defects when used as intended.

In this Product Warranty Policy, the terms “us”, “we”, “our” and similar terms refer to BuzziSpace, and a “purchaser” or “buyer” refers to the customer who purchases a BuzziSpace product.

2. General Terms

This Product Warranty Policy extends solely to Purchasers and it is not assignable or transferable in whole or in part, and any other assignment or transfer will be void.

All determinations regarding the scope, applicability and interpretation of this Policy, including without limitation the satisfaction of and compliance with any of its conditions and requirements, will be made solely by BuzziSpace, and all such determinations will be final, non-appealable and binding to all persons.

All BuzziSpace products are intended to be used for no more than 40 hours a week. For seating products, such use is by individuals up to 325 lbs (147,72 kg).

3. Covered Products

This Policy applies to new products manufactured by BuzziSpace or its suppliers, as from February 1st. 2023 date of receipt (Delivery date) that are sold to a Purchaser or Dealer by BuzziSpace or a Dealer.

EXW customers will be responsible of the goods as from the pickup from BuzziSpace warehouse.

Covered Products also include new products manufactured by a company other than BuzziSpace with a sub-license contract or third party suppliers after February 1st. 2023. The warranty period might vary depending on the product purchased, please refer to section 8 “Applicable Warranty Periods” of the actual document. For products manufactured on or before February 1st. 2023, the warranty period is determined as stated in Product Warranty v1.30.

The following products are excluded from the definition of “Covered Product” and therefore, not covered by this Product Warranty Policy:

- a) The customer’s own material (COM), or any material specified by the Purchaser that is not included in BuzziSpace Portfolio. COM materials will be covered by



- their own supplier's warranty. Covered Products with COM material will only have 1-year warranty;
- b) Custom Made products, meaning products that differ from the standard BuzziSpace products collection, even small modifications are excluded from the actual Warranty Policy. Custom Made products have one (1) year warranty;
 - c) Consumable items, such as bulbs or lamps. Those items will have the warranty specified by the third party from whom BuzziSpace purchases the part to integrate it into a finished product or resale it directly to a BuzziSpace' customer;
 - d) Other than BuzziSpace Collection products not manufactured by BuzziSpace as described above, any item manufactured by a third party from whom BuzziSpace purchases the item for resale without incorporating it into a BuzziSpace product as a component or part (in those situations, BuzziSpace will assign to the purchase any warranty that the manufacturer provides, to the extend the warranty is assignable);
 - e) Prototypes, samples, mock-ups or any other development or under development products. Those products are sold "AS-IS" and without any representation or warranty, expressed or implied.

In addition to the above, please note that some suppliers, for instance, fabric or wood suppliers, as well as BuzziSpace' fabrics and finishes, update periodically their products to maintain the market appeal of our products and respond to the demands, trends and changing preferences of our customers. As a result, some colors and/or finishes may be discontinued before expiration of the Applicable Warranty Period. In those cases, BuzziSpace will not be able to replace the exact product, but could offer a similar finish. In those cases, a refund of the purchase price will never be considered.

4. Covered Problems

Subject to the terms of this Product Warranty Policy, BuzziSpace warrants to Purchasers of a Covered Product that the Covered Product, at the time of purchase, will be free of any defect in design or workmanship that materially impairs or prevents the performance or functionality of the Covered Product; for seating products, such use is by individuals up to 325 lbs (147,72 kg).

In this Product Warranty Policy, normal use means use of a Covered Product in accordance with all of the following:

- a) BuzziSpace standard instructions, guidelines, recommendations and installation manuals for that Covered Product;
- b) Installation and/or mounting of Covered Products shall be performed by certified parties;
- c) If the Covered Product is part of the BuzziSpace Portfolio and not manufactured by BuzziSpace, then the applicable manufacturer's standard instructions, guidelines, recommendations and installation manuals for that Covered Product; and
- d) Applicable laws, rules, regulations and ordinances.



BuzziSpace will supply all parts and labor related to the repair to return the product(s) back to full use, if defects appear under proper use, proper installation and/or mounting, care and maintenance by the customer, and which arise solely from faulty materials or workmanship. BuzziSpace will take care of the pick-up and re-delivery of the product(s) that cannot be serviced or repaired onsite. New or replacement parts used to repair a product under warranty are only covered to the end date of the original warranty. No warranty extensions will be considered in any case. Please see our [Care & Maintenance Manual](#) for more information, it is also available on the website.

4.1. Qualifications

- a) This warranty is applicable to products dispatched by BuzziSpace onwards;
- b) This warranty applies to the original owner/buyer of the product only;
- c) All claims under this warranty must be communicated in writing to BuzziSpace or a Dealer;
- d) BuzziSpace reserves the right to determine the cause of a claim and the correct action(s) required to address any claims under this warranty;
- e) Unauthorized servicing immediately implies that the product(s) are no longer considered a Covered Product and therefor, any warranty will be null and void;
- f) Financial reimbursement will not be paid for any work carried out by an unauthorized third party.

4.2. Exclusions

A defect excludes, and BuzziSpace will not have any responsibility or liability for, the following:

- a) Normal wear and tear or user abuse;
- b) Any damage, wear or failure of the Covered Product that is caused by improper use, installation, mounting, care and/or maintenance of the Covered Product or by an act or other event outside of BuzziSpace reasonable control;
- c) Natural variation of color, grain or texture found in wood, leather, moss and natural products;
- d) Natural aging of materials such as wood, fabric, leather and moss which results in colors changing over time or during use;
- e) Third party fabrics, foams and laminated board (HPL and LPL), or other third party supplied products: all will be covered by their own supplier warranty (please refer to section 3 a));
- f) Change in color (including fading) or other surface effects arising from water, heat and/or direct sunlight: these sources can have a damaging effect on most surface materials;
- g) Dye lot variations in fabric, leather or wall coverings, such as BuzziSkin and BuzziFelt;
- h) Claims for any other associated costs from the user;



- i) Any damage, wear or failure of the Covered Product caused by the integration or use of any non-BuzziSpace materials, components, devices or other products into or with any Covered Product.

5. Available Remedies

If a customer makes a valid claim under this Product Warranty Policy for a Defect on a Covered Product, BuzziSpace, at its option, will either:

- a) Repair the product at BuzziSpace' cost;
- b) Replace the product at BuzziSpace' cost with a new or refurbished product with comparable function and performance;
- c) Refund or credit the purchase price of the product (excluding taxes, duties, fees and other amounts).

All repair and replacement work will be performed by BuzziSpace or a third party authorized by BuzziSpace to perform the specific repair or replacement work related to the defect. Any repair or replacement work performed by any other person or organization will void this Warranty. BuzziSpace will not be responsible for any additional cost the Purchaser makes relating to repair or replacement of a product due to a defect.

6. Applicable Conditions

All the following conditions must be fulfilled to make a valid claim under BuzziSpace' Product Warranty Policy for a defective product:

- a) In case of visible defects, the Purchaser must notify BuzziSpace in writing of the defect within five (5) days after the good's reception; for non-visible or hidden defects, he/she must notify BuzziSpace within 15 days after the purchaser first identifies or notices the defect;
- b) The Purchaser must inform BuzziSpace, in any event, no later than three (3) business days after the last day of the applicable warranty period, meaning that no claims will be accepted after 3 days of the Product Warranty's expiration date;
- c) The Purchaser must provide the original BuzziSpace Order Confirmation and Invoice, and have fully complied with all instructions, requirements and directions provided by BuzziSpace regarding the inspection, preservation or safeguarding of the product and the transportation and delivery of the product to BuzziSpace;
- d) All prior repairs (if any) of the Covered Product must have been performed by BuzziSpace or by a third party authorized by BuzziSpace;
- e) The repair of the affected product(s) must be performed by BuzziSpace or a third party authorized by BuzziSpace in order to perform the specific warranty-repair work;
- f) At all times, the product(s) must have been located in a building that is dry, fully closed-in and protected from the natural elements; adequately heated, ventilated and air conditioned to maintain an internal temperature between 40°F and 90°F (4°C and 32°C) and relative humidity levels between 25% and



- 55%. For outdoor furniture, the warranty period is two (2) years, as previous conditions cannot be always fulfilled;
- g) The product(s) must not have been modified, and the Purchaser must have used, installed and maintained the product in full conformity with all BuzziSpace' written specifications, instructions and guidelines regarding use, installation, care and maintenance;
 - h) If the product(s) is replaced or its purchase price is refunded, all bills of sale, assignments, releases, consents, approvals and other documents and/or actions required by BuzziSpace to assign and transfer to BuzziSpace sole and exclusive title in the product, free and clear of all liens, claims and encumbrances, must have been executed, delivered and/or made, as applicable; and
 - i) All other conditions and requirements in or arising under this Product Warranty Policy, applicable law or a written agreement between BuzziSpace and the purchase, must have been fully satisfied.

7. Applicable Conditions for Lighting Category

BuzziSpace will have no obligations. If the alleged Defect is found to have occurred as a result of any of the following:

1. Any Force Majeure events. "Force Majeure" means any circumstances or occurrences beyond the reasonable control of BuzziSpace, whether or not foreseeable at the time of concluding the agreement for the sale of the Products, as a result of which BuzziSpace cannot reasonably perform or execute its obligations, including, without limitation, acts of God, natural catastrophes including earthquake, lightning, hurricane, typhoon, flooding or volcanic activities or extreme weather conditions, strikes, lock-outs, war, terrorism, political situation, civil unrest, riots, sabotage, vandalism, industry-wide shortages, breakdown of plant or machinery, fault or loss of electricity supply, cyber attacks and hacking or non-performance by suppliers of BuzziSpace or by other third parties on which services rely (including connectivity and communication services);
2. Electrical supply conditions, including supply spikes, over-voltage/under-voltage, non-compatible dim modules or switches and ripple current control systems that are beyond the specified limits of the Products and those set or defined by relevant supply standards for the Product;
3. Improper wiring, installation, change of settings or maintenance of Products or any other electrical components such as drivers not performed by (or for) an authorized third party;
4. Failure to adhere to installation, operating (such as specific tolerance on flux and system power), application, maintenance, or environmental instructions or guidelines prescribed by BuzziSpace or any other document accompanying the Products, or applicable safety, industry and/or electrical standards or codes;



5. Failure to use the Products for the purposes for which these have been designed;
6. Being subject to corrosive environments, excessive wear and tear, neglect, carelessness, accident, abuse, misuse, improper or abnormal use of the Products;)
7. Any attempt at repair, alteration or modification not authorized by BuzziSpace in writing;
8. Usage of LED products not taken into account the application instructions concerning potential pollution (VOIC) or cleaning.
9. Daily switching >10 times by day
10. Ambient temperatures higher than below stipulated values : Indoor luminaires 25°

8. Applicable Warranty Periods

The current BuzziSpace Product Warranty Policy applies to all products listed in the updated price list available on the website. There are three (3) Applicable Warranty Periods, 1 year, 2 years and 5 years. A Covered Product's Warranty period begins on the Covered Product's reception date and ends on the expiration of the time period identified below for that particular Covered Product. Moreover, the warranty period will automatically terminate in case the Purchaser ceases to solely own, possess, control and use the product(s), and of course, in case of any, even small or simple modifications, not authorized by BuzziSpace in written.

Five (5) years: The following Covered Products have a 5-year warranty period:

Product	Category	Warranty Period
BuzziBooth* BuzziCee BuzziHood* BuzziHug* BuzziNest Booth** BuzziNest Pod** BuzziTemp* BuzziVille*	Acoustic Furniture	
BuzziBlinds BuzziBlinds Classic BuzziBack BuzziBlox BuzziCactus BuzziChicle BuzziChicle Planter BuzziCloud BuzziCocoon BuzziDesk	Acoustic Solutions	



BuzziDesk Cross BuzziDesk FlipFlop BuzziDesk Split BuzziDish BuzziDonut BuzziFalls BuzziFalls Standing BuzziFold BuzziFree BuzziFrontDesk BuzziGrid BuzziKey Soft BuzziLand BuzziLoose BuzziPebl BuzziPixl BuzziPlant BuzziPlanter* BuzziPlate BuzziPleat BuzziRugs BuzziScreen BuzziScreen Mix BuzziShield Desk BuzziShield Free BuzziShield Hook BuzziTab Soft BuzziTile BuzziTotem BuzziTripl Cockpit BuzziTripl Desk BuzziTripl Desk Split BuzziTripl Home BuzziTripl Wrap Desk BuzziTube BuzziTube Square BuzziWrap Desk BuzziWrap FrontDesk BuzziZepp		5 years
BuzziBox BuzziBox Travel BuzziFix for BuzziDesk Family	Accessories	
BuzziBracks BuzziHub BuzziMirage BuzziNordic ST400	Furniture	5 years



BuzziPlank		
BuzziMe	Seating	
BuzziMe Low		

Two (2) years: The following Covered Products have a 2-year warranty period:

Product	Category	Warranty Period
BuzziRing* BuzziSpark	Acoustic Furniture	2 years
BuzziBell BuzziBurner BuzziChandelier BuzziChicle Light BuzziChip BuzziCone BuzziDisk BuzziDome BuzziFez BuzziHat BuzziJet BuzziJet Square BuzziJet Standing BuzziLight Mono BuzziMoon LED BuzziMoon Oval LED BuzziPebbl Light BuzziPleat Light BuzziProp LED BuzziProp Beam LED	Acoustic Lighting	
BuzziShade Pendant M/L (LED) BuzziShade Pendant M/L Retro BuzziShade Pendant XL/XXL BuzziShade Standing Retro BuzziShade Square LED BuzziShade Square Beam LED BuzziShield Light BuzziSurf BuzziTrom LED BuzziZepp LED		
BuzziFelt BuzziKnit Planter BuzziMood BuzziReForm BuzziTwist	Acoustic solutions	



BuzziBreeze BuzziJungle BuzziMilk Table BuzziMilk Side Table BuzziNordic ST600 BuzziPicNic BuzziPicNic Bench	Furniture	2 years
BuzziSol BuzziSol Trio/Quintet	Lighting	
BuzziBreeze in Oak or Alu BuzziNordic ST900 BuzziShed	Outdoor	
BuzziBalance BuzziCane BuzziCube BuzziDee BuzziFloat BuzziK BuzziKnit Pouf Round BuzziKnit Pouf Square BuzziMilk BuzziNordic ST100 BuzziNordic ST111 BuzziPuzzle BuzziQ BuzziSpot	Seating	
BuzziBrickBack BuzziBrickBack Architectural BuzziSkin BuzziSkin Printed	Wallpaper	

One (1) year: The following Covered Products have a 1-year warranty period:

Custom Made and COM Solutions: A Covered Product that is modified under BuzziSpace' Customer Made program, or any material which is not part of the BuzziSpace Collection (Customer Own Material, COM), either purchased by BuzziSpace or supplied by the customer, will have a 1-year warranty period.

* These products have a warranty of 5 years, but the wooden tables/tablets have 2-years warranty. The curtains of the BuzziBracks have also 2-years warranty.

** These products have a warranty of 5 years, but the ventilation, lighting and wooden worktops have only 2-years warranty.

