

5-Year Warranty Certificate

Koleksiyon Mobilya Sanayi A.S.

WARRANTY STATEMENT

KOLEKSIYON MOBILYA provides a 5-year warranty for KOLEKSIYON-branded residential and office products, against material and workmanship defects, starting from the date of delivery, without prejudice to the statutory rights granted by national laws. (Exceptions and exemptions are detailed below.)

Under normal usage conditions, any product or part found to be defective due to material or workmanship errors will be repaired or replaced, at KOLEKSIYON's discretion, free of charge (for materials and components). This warranty applies only to products purchased directly from KOLEKSIYON or its authorized dealers and used by the original purchaser; resale, redistribution, or commercial use is not covered.

All KOLEKSIYON furniture is designed for indoor use. Products used outdoors or in chemically active environments are excluded from the warranty.

SPECIAL CONDITIONS

PRODUCT GROUP	5 YEARS	3 YEARS	2 YEARS
Office Chairs	Gas lift columns Star bases	Leather-covered armrests	Polyurethane and foam seat cores Polyurethane and foam backrest cores Mesh backs, 2D/3D/4D armrests Mechanisms Casters Wooden seat and back panels Wooden legs Chrome-plated and epoxy-painted metal legs Fabric and synthetic leather covers** Genuine leather covers
Storage Systems	Melamine and laminate panels Door hinges Epoxy-coated metal structures	Natural veneer and lacquered panels Leather-covered panels Painted glass surfaces	Locking systems Roller shutters All mechanical components and mechanisms Electrical systems Natural marble surfaces
Desk Systems	Melamine and laminate tops Epoxy-coated metal legs	Natural veneer and lacquered tops Leather-covered tops Painted glass surfaces Chrome-plated metal legs	All mechanical components and mechanisms Electrical systems Wooden legs Natural marble tops

PRODUCT GROUP	5 YEARS	3 YEARS	2 YEARS
Seating Elements	Wooden and metal frame structures Epoxy-coated metal legs	Natural veneer and lacquered panels Chrome-plated metal legs Wooden legs	Polyurethane and foam interior materials Fabric upholstery Mechanisms Elastic webbing Electrical systems Natural marble surfaces
Partition Panels	Wooden and metal frame structures Epoxy-coated metal constructions		Fabric panel covers Electrical systems

* The table above applies to standard KOLEKSIYON materials and products. KOLEKSIYON is not responsible for materials or components supplied by the customer.

** The warranty period may vary depending on the selected standard fabric.

EXEMPTIONS

This warranty does not cover defects or failures resulting from the following causes:

- Assembly, disassembly, modification, or maintenance performed in a manner inconsistent with KOLEKSIYON's published user manuals or technical guidelines.
- Misuse, accidents, or improper handling contrary to the instructions described in the product manual.
- Impact or repeated physical stress (e.g., a chair arm repeatedly striking a veneered table edge).
- Any alteration, repair, or modification performed by a third party other than KOLEKSIYON MOBILYA or its authorized service providers.
- Natural wear and tear, color variations, and surface aging due to normal use.
- Usage exceeding a single daily work shift (8 hours); in such cases, the warranty period will be proportionally reduced.
- Raw materials and accessories supplied from external manufacturers are covered only for the duration of the original supplier's warranty.

PRODUCT INFORMATION AND USAGE GUIDELINES

GENERAL USE

- The purchased product must never be used for purposes other than its intended design function.
- All surfaces must be protected from heat sources (radiators, heaters, irons, etc.), direct UV sunlight, cigarette smoke, water, chemicals, and humidity.
- Products exposed to direct UV rays may experience color fading or tone variation over time.
- Product surfaces must not come into contact with metal or abrasive objects.
- Products must not be used beyond their intended function; any mechanical components should never be forced beyond their designed operating limits.

- Non-wheeled products must be lifted or disassembled during relocation. They should not be pushed or dragged across the floor.
- Overloading shelves, drawers, or panels is prohibited. Loads should always be evenly distributed.
- Products do not require periodic maintenance.
- Secure tall furniture to the wall to prevent tipping. Do not stand or climb on the product.
- Keep pets away from your furniture.

WOOD AND LAMINATE SURFACES

- Wood-based veneers used in the products are natural materials; therefore, color and grain variations may occur among components of the same collection. Uniformity in future purchases cannot be guaranteed.
- Panels used in wooden furniture comply with E1 European Standards, ensuring materials with minimal impact on human health and the environment.
- Surfaces made of solid wood, natural veneer, lacquered, or melamine-faced panels must never be cleaned with detergents, alcohol, thinner, acetone, or other harsh chemicals. Clean only with a soft white cotton cloth dampened with mild soapy water, using gentle circular motions without rubbing. Dry immediately after cleaning. Local discoloration may occur if cleaning agents are misused.

HINGES AND DOORS

- On hinged-door cabinets, door alignment can be adjusted via the hinge mechanism. Initial setup is performed by installation personnel. Over Time, depending on usage, readjustment may be required
- Sliding-door cabinets may warp slightly due to changes in temperature or humidity. This can be corrected with an Allen key adjustment. Failure to do so may damage doors or mechanisms.
- Base panels may sag due to uneven flooring or overloading. Re-level the unit by adjusting the feet with an Allen key.
- Fingers may become trapped if cabinet doors or drawers are closed forcefully. Take proper precautions to avoid injury.

UPHOLSTERED PRODUCTS

- In upholstered furniture, leather and fabric covers may loosen slightly due to climatic conditions — this is a normal occurrence.
- Fabric performance values such as pilling and Martindale abrasion resistance vary depending on fabric type. For office environments, fabrics with high durability ratings are recommended. Natural materials such as linen, cotton, and wool may show pilling, loosening, or color fading over time — these are inherent characteristics, not defects.
- As fabrics are not supplied with warranty certificates under the Turkish Consumer Protection Law No. 6502, KOLEKSIYON reserves the right to claim compensation from the fabric manufacturer in case of any material defect.
- For products upholstered in natural leather, synthetic leather, or fabric, consistency of color and texture in future purchases cannot be guaranteed.
- In removable cover systems (slipcover designs), fabric may loosen with use. The Velcro fastening underneath can be adjusted to re-tighten the cover.
- Feather-filled cushions must not be vacuumed.
- Cushions containing feather blends should be fluffed manually from time to time to maintain their volume and shape.

- In case of liquid spills on upholstered parts, blot immediately with an absorbent cloth before the liquid penetrates the fabric.
- Surfaces made of natural or synthetic leather and fabric must never be cleaned with detergents, alcohol, thinner, acetone or any other chemical substances. Use special furniture cleaners or mild soapy water applied with a soft white cotton cloth, wipe in circular motions, and dry immediately. Incorrect cleaning may cause color fading, surface damage, or cracking. Fabric covers must never be machine washed; professional dry cleaning without detergent is recommended.
- Dust leather, synthetic leather, or fabric-upholstered furniture using a soft-bristled vacuum cleaner attachment.
- If threads appear along seams or fabric surfaces, do not pull them. Trim carefully with scissors without damaging the surface.
- Natural and synthetic leather may develop shine or patina over time due to normal use.
- Synthetic leathers are less durable than genuine leather and may show wear more quickly under intensive use.
- Do not stand or climb on armrests of sofas or chairs (e.g., for hanging curtains).
- Avoid leaning back abruptly while seated, as this may cause the chair to tip over.
- For products with plastic casters, ensure correct wheel type selection for the floor surface (soft vs. hard flooring). On carpeted surfaces, clean caster wheels regularly to remove accumulated fibers.

GLASS SURFACES

- On glass surfaces, never drag objects; always lift them. Use protective pads or coasters.
- Glass surfaces must not contact metal or abrasive materials.
- Painted glass should be cleaned only with a soft damp cloth, while clear glass may be cleaned with standard glass cleaners.

MARBLE SURFACES

- Marble surfaces are natural materials; even slabs from the same quarry may vary in color and veining. These variations are natural and not considered defects. Therefore, color and veining consistency between products within the same purchasing may vary. For products made of natural materials such as marble, consistency of color and pattern between previously purchased items and items purchased at a later date cannot be guaranteed.
- Marble contains calcium carbonate, which reacts with acidic substances, causing staining. Avoid contact with acidic food, beverages, or cleaning agents (e.g., lemon, vinegar, bleach or oil with high acidity).
- Dust marble surfaces once or twice a week using a soft white cloth. Clean gently with marble-specific cleaners or lukewarm water, using circular motions without scrubbing, and dry thoroughly. Do not leave any liquid — even water — standing on the surface. Avoid direct contact with hot objects, as heat can cause permanent stains. Prevent contact with granular or abrasive materials that may scratch the surface.

METAL AND PLASTIC SURFACES

- Metal parts must never be cleaned with damp cloths, detergents, alcohol, thinner, or acetone or other chemical substances. Clean dry with a soft white cotton cloth, wiping gently in circular motions.
- Plastic surfaces must not be cleaned with chemical solvents (e.g. detergents, alcohol, thinner, acetone etc.). Wipe gently with a soft white cotton cloth moistened with mild soapy water, then dry immediately.

PACKAGING AND STORAGE

- Products shipped in protective fabric covers must be handled carefully, protected from impact, and stored away from water, humidity, or excessive heat. Do not place heavy objects on top of packages.
- For products shipped in cardboard boxes, observe handling symbols on the packaging. Protect from water, moisture, and heat. Do not stack heavy objects on top.
- For products packed in plastic wrapping, handle with care, protect from impact, and store away from conditions that may cause moisture or heat damage. Do not place heavy loads on top.
- If products are stored before use, keep them packaged in appropriate temperature and humidity conditions.
- The initial installation of the product is performed by KOLEKSIYON's authorized personnel.
- As part of our environmental responsibility, please return packaging waste to our installation teams for recycling. Alternatively, dispose of them in municipal recycling bins for packaging waste.
- Avoid causing environmental pollution with used furniture; dispose of responsibly.

Damage caused by negligence or misuse by the customer or user is not covered by warranty. Such products may be repaired by KOLEKSIYON for a service fee.

Keep the Warranty Certificate and purchase invoice (or copies) for future reference in case of service needs.

According to the After-Sales Services Regulation, the declared service life of the product is 10 years.

WARRANTY CONDITIONS

1. The warranty period is valid for five (5) years from the date of delivery of the product, excluding the exceptions and exemptions specified herein. The warranty certificate may be provided either in printed form or as a durable electronic document. Upon the consumer's request, it must be issued in printed form.
2. All components of the product are covered under this warranty.
3. If the product is found to be defective, the consumer may exercise one of the following rights specified in Article 11 of the Turkish Consumer Protection Law No. 6502: a. Withdraw from the contract, b. Request a reduction in the sales price, c. Request free repair, d. Request replacement of the product with a non-defective equivalent.
4. If the consumer chooses the right to free repair, the seller is obligated to repair or have the product repaired without charging any labor cost, replacement part cost, or any other fee under any name. The consumer may also exercise the right to free repair against the manufacturer or importer. The seller, manufacturer, and importer are jointly and severally liable for honoring this right.
5. When the consumer exercises the right to free repair, the following cases shall also entitle the consumer to alternative remedies: if the product becomes defective again during the warranty period; if the maximum authorized repair time is exceeded; if the defect is deemed irreparable by an authorized service center, seller, manufacturer, or importer through a written report. In such cases, the consumer may demand from the seller either a refund of the purchase price, a reduction in price proportionate to the defect, or replacement with a non-defective equivalent if available. The seller cannot refuse the consumer's request.

If the seller, manufacturer, or importer fails to fulfill this obligation, they are jointly and severally liable.

If replacement with a non-defective equivalent imposes disproportionate hardship on the seller, the consumer may instead choose to withdraw from the contract or request a price reduction.

In determining disproportionate hardship, factors such as the value of the defect-free product, the severity of the defect, and the inconvenience caused to the consumer by exercising other remedies shall be taken into account.

The warranty period of any replaced product or component during the warranty process is limited to the remaining warranty period of the original product or part.

6. The maximum repair period shall not exceed 20 business days. This period begins on the date the defect is reported to the authorized service station or seller if within the warranty period, or from the date the product is delivered to the authorized service station if outside the warranty period. If the defect cannot be resolved within 10 business days, the manufacturer or importer must provide the consumer with a substitute product of similar characteristics for temporary use until the repair is completed. If a defect occurs during the warranty period, the repair duration shall be added to the warranty period.
7. Malfunctions resulting from misuse or non-compliance with the instructions specified in the user manual are excluded from the warranty. Whether a malfunction is due to user error will be determined through a report issued within the maximum repair time by the seller, importer, or manufacturer, and a copy of this report shall be provided to the consumer.
8. In case of disputes related to the exercise of warranty rights, the consumer may apply to the Consumer Arbitration Board or Consumer Court in the jurisdiction where they reside or where the consumer transaction was carried out.
9. If the seller fails to provide this warranty certificate, the consumer may file a complaint with the Ministry of Trade, Directorate General of Consumer Protection and Market Surveillance.

Warranty Certificate

Koleksiyon Mobilya Sanayi A.S.

MANUFACTURER / IMPORTER INFORMATION

Company Name	Koleksiyon Mobilya Sanayi A.S.
Address	Barbaros Mah. Malkara Cad. No:129/1 — 59160 Suleymanpasa /Tekirdag
Telephone / Fax	+90 282 258 58 00 / +90 282 258 58 58
E-mail	info@koleksiyondesign.com
Authorized Signature and Company Seal	

PRODUCT INFORMATION

Model	Residential and Office Furniture
Sub-model	Applies to all models.
Brand	Koleksiyon
Warranty Period	5 years (excluding exemptions and exceptions)
Maximum Repair Time	20 business days
Label and Serial No	Stated on the product.

AUTHORIZED SERVICE INFORMATION

Company Name	Koleksiyon Mobilya Sanayi A.S.
Address	Barbaros Mah. Malkara Cad. No:129/1 — 59160 Suleymanpasa /Tekirdag
Telephone / Fax	+90 282 258 58 00 / +90 282 258 58 58

AUTHORIZED DEALER INFORMATION

Company Name	
Address	
Telephone / Fax	
E-mail	

Invoice No. and Date

Delivery Note No. and Date

Delivery Date and Location

Authorized Signature and Company Seal

CUSTOMER INFORMATION

Full Name

Address

Telephone / Fax

E-mail

This document has been prepared by Koleksiyon Mobilya Sanayi A.S. to be provided to its customers in accordance with the Consumer Protection Law No. 6502 and the Warranty Certificate Regulation enacted pursuant to this Law.

HEADQUARTERS

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MANUFACTURING FACILITIES

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