

Kartell

1. CERTIFICATIONS: Reference standards

UNI LIST - TECHNICAL REFERENCE

STANDARDS - Food contact standards

Kartell submits its products to severe reliability testing which are conducted according to UNI standards. Each page of the price list is dedicated to a product that has been tested in accordance with current regulations which are summarized in a table where the left hand column shows the code and/or paragraph of the test to which the product was subjected and the right hand column shows the test results and the levels attained. The specification of each regulation is shown below:

UNI tests for chairs:

Uni Norm N° 8582/84- 1022/98

fatigue test for chair frame

Uni Norm N° 8584/84

fatigue test for chair frame

Uni Norm N° 8585/84

impact test for seats

Uni Norm N° 8586/84

resistance test for repetitive impacts

Uni Norm N° 8587/84

fatigue test for chair back

Uni Norm N° 8589/84

test for arm resistance to vertical force

Uni Norm N° 8590/84

resistance test for horizontal force on arms

Uni Norm N° 9083/87

resistance test to dropping

Uni Norm N° 9088/87

side stress resistance test for chair and stool legs

Uni Norm N° 9089/87

test for back and arm resistance to scratching

Standard UNI EN 10977:2002

Furniture for the home and collectivity - Seating

Uni Norm N° 8591/84

duration of the rotation of the seat

Standard EN 1728:2000 took effect in 2002 (UNI EN 1728:2002 in Italy) harmonizing at the European level testing methods for resistance and durability of all the types of domestic seating. This regulation, which replaces previous ones, prescribes much more severe testing procedures than in the past.

Standard EN 16139:2013 came into force at the end of 2012, updating standard EN 15373 (see summary table). In 2013, standard EN 1728 was updated to the EN 1728:2012+AC:2013 edition (in Italy UNI EN 1728:2012+AC:2013).

Standard EN 1730:2000 updated with EN 15372:2008 (for Italy UNI EN 1730:2002) came into force in 2000 for the assessment of table performance.

This standard stipulates the testing methods to determine the resistance, durability and stability of all types of tables. Tests are conducted on an assembled and ready-to-use table. The references to the characteristics tested are expressed with respect to the paragraph in the standard, as follows:

STANDARD UNI EN 15373:2000

paragraphs 5.1 - 5.2

General safety requirements

STANDARD UNI EN 1022/2005

Stability

STANDARD UNI EN 1728/2000

paragraph 6.2.1

static load on the back of the seat

paragraph 6.2.2

static load on the front edge of the seat

paragraph 6.5

static horizontal load on the arms

paragraph 6.6

static vertical load on the arms

paragraph 6.7

fatigue strength of the seat/back

paragraph 6.8

ear and tear on the front part of the seat

paragraph 6.10

fatigue strength of the arms

paragraph 6.12

static load on front legs

paragraph 6.13

static load on side legs

paragraph 6.15

resistance of the seat to blows

paragraph 6.16

resistance of the back to blows

paragraph 6.17

resistance of the arms to blows

paragraph 6.21

solid footstool

STANDARD UNI EN 1730/2000

paragraph 6.2

static horizontal load

paragraph 6.3

static vertical load

paragraph 6.4

resistance to horizontal fatigue

paragraph 6.5

vertical fatigue strength

paragraph 6.6

impact on the surface

paragraph 6.7

stability

paragraph 6.8

drop

Uni tests for tables:

Uni Norm N° 8592/84

test for stability

Uni Norm N° 8593/84

test for resistance of tops to concentrated loads

Uni Norm N° 8594/84

flexibility test of surfaces

Uni Norm N° 8595/84

structural resistance test

Uni Norm N° 9085/87

drop test

Uni Norm N° 9086/87

impact test on legs

Standard UNI EN 1729-2:2006

Furniture - Chairs and tables for schools

Part 2: Safety requirements and testing methods

Standard UNI ENV 12521:2001

Home furniture - tables - Mechanical and structural safety requirements

UNI EN 527-1:2011

Office furniture - Work tables and desks

Part 1: Sizes UNI EN 1022:2005

Home furniture - Seating - Determination of stability

UNI EN 15372:2008

Furniture - Resistance, durability and safety - Requirements for tables not intended for home use

UNI EN 12521:2009

Furniture - Resistance, durability and safety - Requirements for tables intended for home use

UNI tests for furniture, containers and bookshelves:

Uni Norm N°8596/84

test for stability

Uni Norm N° 8600/84

bending test with concentrated load

Uni Norm N° 8601/84

bending test for tops

Uni Norm N° 8606/84

test for maximum total load

List of the UNI EN tests for steps:

UNI-EN Norm 131-1/94

functional dimensions of the steps

UNI-EN Norm 131-2/93

flexibility of the feet and of the platform

For products intended for contact with food, the following reference standards are used for testing: Ministerial Decree of 21 March 1973 and subsequent amendments Regulation (CE) No. 1935/2004 for materials and objects intended to come into contact with foodstuffs.

Title 21 cfr. 1077.1460 of the Food and Drug Administration (FDA) - USA

MEANING OF THE LEVEL TESTS, SUGGESTED USE:

STANDARD 16139:2013 LEVEL	STANDARD 12520:2010 LEVEL	STANDARD 10977:2002 LEVEL	STANDARD 15373:2007 LEVEL	SUGGESTED USE
-	-	1	-	Light domestic use
-	-	2	-	Normal domestic use
-	1	3	1	Heavy domestic use Light collective use
L1	-	4	2	Collective use: public areas, waiting rooms, restaurants, offices
L2	-	5	3	HEAVY COLLECTIVE USE: SCHOOLS, PRISONS, HOSPITALS

2. CERTIFICATIONS: Lighting Regulations

REFERENCE MARKS

CE – indicates the conformity of the products bearing the acronym with the essential requisites of European Community directives.

ENEC – the European trademark for high quality in electrical products which indicates conformity with current European regulations is recognised as the equivalent of the individual national trademarks in 20 European countries, signatories to the Lum Agreement.

cUL/CSA – American and Canadian trademark of quality for electrical products. It certifies product conformity with current American and Canadian regulations.

PSE – Japanese trademark of quality for electrical products. It certifies product conformity with current Japanese regulations.

NOM - Mexican trademark of quality for electrical products. It certifies product conformity with current Mexican regulations.

EK/KC - Korean trademark of quality for electrical products. It certifies product conformity with current Korean regulations..

CB Certificate (Australia and New Zealand) Certification attesting product conformity with international IEC regulations, can be issued with specific national deviations.

CB Certificate – Certification attesting product conformity with international IEC regulations.

CCC - China Compulsory Certificate The brand certifies product compliance with Chinese standards and is mandatory for lighting products imported in China.

ECO-CONTRIBUTION

Introduced in Legislative Decree no. 151 dated 25 July 2005 (updating directives 2002/95/EC, 2002/96/EC and 2003/108/EC), the eco-contribution is an environmental charge used to pay for waste management of electrical and electronic equipment (WEEE). This charge is used to finance all phases of treatment, transport, recovery and disposal of electrical and electronic appliances. Kartell lighting prices include the WEEE.

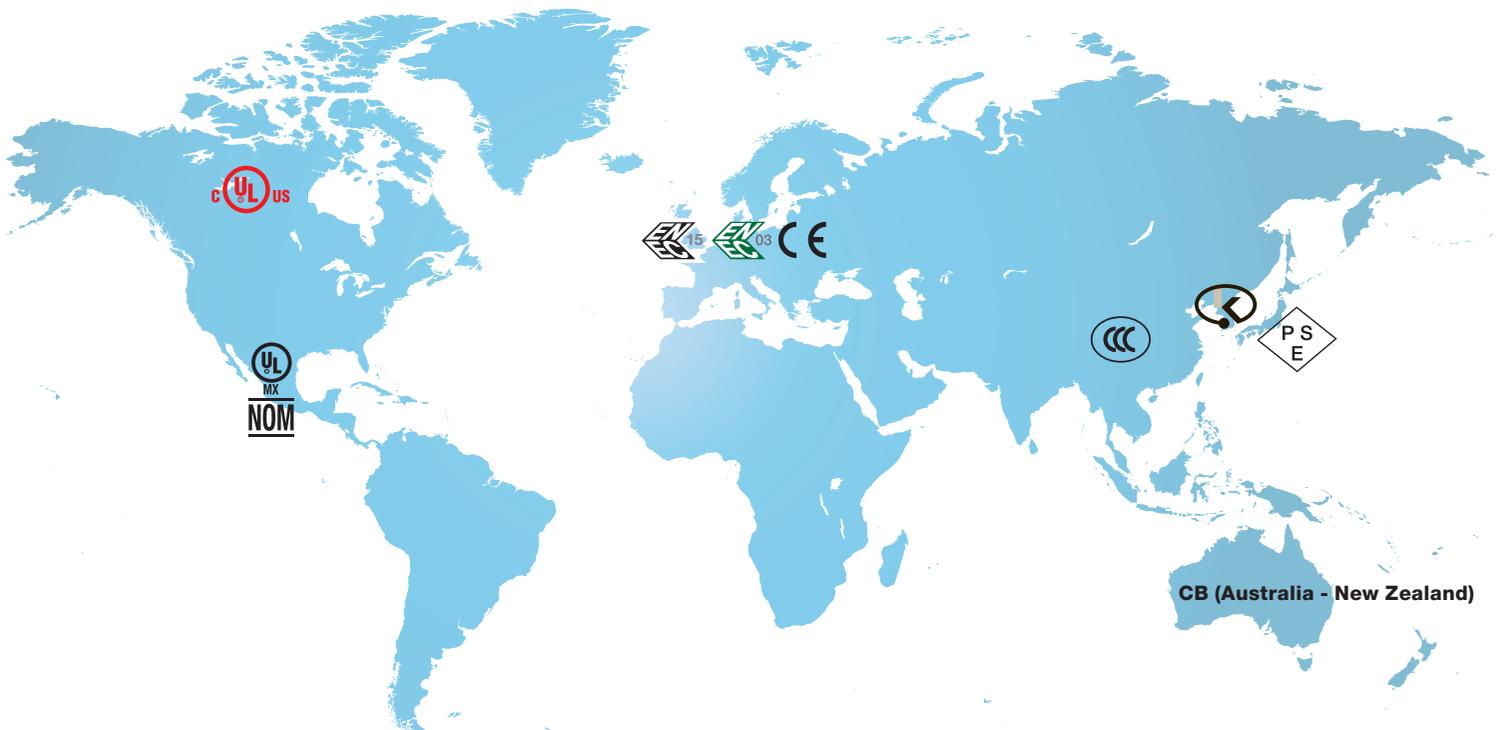
NOTICE PURSUANT TO ARTICLE 13 OF LEGISLATIVE DECREE NO. 151 DATED 25 JULY 2005.



Directive 2002/96/CE (waste electrical and electronic equipment: WEEE):

User information: pursuant to article 13 of Legislative Decree no. 151 dated 25 July 2005, no. 151 "Updating of Directives 2002/95/EC, 2002/96/EC and 2003/108/EC, regarding the reduction in the use of dangerous substances in electrical and electronic equipment, and the disposal of waste" this product is conform.

The barred bin symbol on the equipment or their packaging indicates that at the end of its useful life, the product must be disposed of separately from other waste. The user must take the equipment to an authorised recycling centre for electronic and electric waste, or return it to the original vendor when purchasing an equivalent product, on a one-to-one basis. The appropriate collection for environmentally-compatible recycling, treatment and disposal contributes to avoiding possible negative effects on the environment and its health and encourages the reuse and/or recycling of the materials used in the equipment. Improper disposal of the product by the user will result in the application of the administrative sanctions stipulated by regulations in force.



4. CERTIFICATIONS: ISO 14001: 2004

RECYCLABILITY

Recyclability, sustainability, eco-compatibility - in a nutshell, respect for the environment - these are the themes which the world community takes very much to heart.

It may seem absurd to talk about environment in terms of productions having plastic materials as their common denominator. Nevertheless, contrary to common belief, Kartell products are perfectly recyclable. To simplify the recycling process, in fact, the various components of Kartell products can be easily separated out and traced back to their single material elements. The plastic parts of each product also bear clear identification markings in accordance with the DIN 6120 specification, part 2, just so that they can be correctly identified and to facilitate recycling.

PACKAGING

All product packaging (paper, cardboard and plastic wrap) is 100% recyclable according to local recycling practices.

Contributing to environmental sustainability means avoiding waste and improper waste disposal.

For more information on the recyclability of each product, please visit www.kartell.com

DIN 6120 PART 2 - RECYCLING SYMBOLS



The code within the logo identifies the compound in accordance with the following table:

01	02	03	04	05	06	07
PET	PE-HD	PVC	PE-LD	PP	PS	O

GREENGUARD

In its continuing commitment to protecting its customers' health, Kartell obtained Greenguard certification for its products in 2014.

When purchasing a Greenguard-certified product, consumers can be certain the product has been inspected, does not pollute and is not dangerous.

Greenguard is used by many certification processes for environmentally-sustainable buildings (LEED; CHPS; ASHRAE; Green Globes; NAHB; IgCC, CONSIP) around the world.



ISO 14001 CERTIFICATION: 2004

In 2011 Kartell achieved UNI EN ISO 14001: 2004 certification for its support of an effective Environmental Management System, an international standard recognised throughout the world and developed about 10 years ago which defines development and implementation parameters in corporate processes in order to achieve an effective environmental management system.

WHAT IS ISO 14001: 2004?

This certification attests that the organization certified has implemented a management system capable of controlling environmental impact in its own business and systematically endeavours to improve it in a sustainable, effective and consistent manner. ISO 14001 certification is not obligatory but is the result of the voluntary choice of the Company which decides to define, implement, maintain and improve its own environmental management system.



5. Sales terms

GENERAL TERMS AND CONDITIONS OF SALE EXCLUSIVELY RESERVED TO KARTELL US RETAILERS

This General Terms and Conditions of Sale (the "GTCS") define the rights and obligations of KARTELL US Inc. (the "Vendor") and its customers (each, a "Dealer") and shall apply to all contracts or orders (each, a "Contract") for the sale of the Vendor's products (the "Products") between the Vendor and a Dealer (the Vendor and a Dealer shall jointly be referred to as the "Parties").

1. Entire Agreement. This GTCS constitutes the entire and exclusive agreement between Dealer and Vendor. Any changes to this GTCS must specifically be agreed to in writing by Vendor before becoming binding on Vendor.

2. Title and Risk of Loss. Title of the Products shall pass to Dealer only upon payment in full of the purchase price and any auxiliary charges. All the risks of loss and damage to any Product shall pass to Dealer upon delivery of the Product. In the event Dealer rejects or revokes acceptance of any Products for any reason, all risk of loss and/or damage to such Products shall nonetheless remain with Dealer unless and until the same are returned to such place as Seller may designate in writing. If the Dealer fails to make a payment when due, Vendor may reclaim specific Products, or all Products of the same kind and quality held by the Dealer.

In case the Vendor repossesses Products that are in good conditions and marketable, the Dealer will be credited with their price after deducting, on one hand, the costs of repossession and, on the other, their possible loss of value between the Contract and repossession dates. Before acquiring title to the Products, the Dealer may neither grant any security interest therein to a third party, nor transform or resell them, without the Vendor's prior written consent. The transfer of risks being effective as of delivery, the Dealer shall assist the Vendor in any action the latter may be required to take in order to protect its rights of ownership in the Products.

Dealer commits itself, under all circumstances, to maintaining any delivered Products in such a manner as to avoid any confusion about their ownership by the Vendor.

3. Order Approval. Dealer's placement of an order does not necessarily assure that Vendor will accept such order. All orders are subject to Vendor's approval. Vendor reserves the right at any time after receipt of Dealer's order to accept or decline such order, or any portion thereof, even after Dealer's receipt of an order confirmation. Vendor reserves the right, at Vendor's sole discretion, to limit the quantity of items purchased and/or to prohibit sales

to Dealer. Product ordered may become unavailable due to product or parts shortages, discontinuance of Product, or other reasons.

4. Payment. In case of installment purchase or default of Dealer to pay the purchase price, Vendor shall retain any installments already paid. Under no circumstances Dealer shall have the right to suspend or delay payment of Products for Dealer's claims or to compensate the purchase price of Products with other amounts payable and receivable to/from the Vendor. Non-payment of a fraction of the price when due, or non-observance of any payment's due date, shall trigger the Vendor's right to demand immediate payment of all sums then still due (promissory notes included) and to retain any installments held by the Vendor. Therefore, failure to pay even partially any amount owed to the Vendor shall automatically place the Dealer in default with the consequent expiry of the term and the simultaneous right of the Vendor to suspend supply, refuse or cancel orders and change the commercial conditions for any future supply and to take action to ensure the payment of the entire debt, in addition to expenses, interest and damages. Vendor may, at its option, impose a late payment charge on any past due invoice equal to the lesser of 1.0% per month or the maximum rate allowed by law on the entire outstanding balance, until the outstanding balance is paid in full. In addition, Dealer shall pay for all costs (including reasonable fees) incurred by Vendor in connection with the collection of any late payment, with a minimum of \$50 per unpaid invoice.

5. Special orders. Any order for Products not in stock in the U.S. ("Special Order") must be prepaid in full, when applicable, and cannot be cancelled by Vendor. In case of cancellation no refund will be issued and the order will be invoiced at full charge, freight included.

6. Prices. Prices listed are FOB New Jersey warehouse.

7. Cancellation Fee. If an order for Products is cancelled after 48 hours from its submission, the Vendor will charge 18% of retail price of such Products. If an order is cancelled after drop shipment, the Vendor will reroute to the Dealer's delivery location.

8. Delivery. It is duty and responsibility of the Dealer to carefully check upon delivery any Products for damage and shortage while the carrier is still present. Any claim for damage and shortage should be notified to the carrier and to Vendor pursuant to Section [] below ("Guarantees, claims and liabilities"). Vendor will arrange the delivery of the orders only to the Dealer's location. The carrier is provided by the Vendor or by the Dealer and it will be provided the

same service currently offered.

9. Drop Ship. Dealers are responsible for all shipment costs associated with drop shipments. Vendor will not take care of any drop ship. The information about the preferred shipping method must be specified in the purchase order. The name of the carrier and the account number are required to fulfill the order. The title and the risks of loss or damage of the Products shall pass to the Dealer upon delivery of the Products to the carrier. An extra charge of \$ 100.00 will be applied to orders to be shipped within 24 hours; provided that only small parcels can be shipped within 24 hours.

10. Customer's Own Material (COM) and Customer's Own Leather (COL). Vendor recommends all material to be shipped rolled (instead of folded). Vendor reserves the right to reject any COM or COL that Vendor feels inadequate for any reason and assumes no responsibility for its overall appearance, flammability, normal durability, color fastness or any other quality after upholstered on a Product. Vendor is not responsible for performance, color accuracy, or weaving of COM materials. Vendor is not responsible for receipt of defective COM/COL material as all COM/COL materials are accepted as first quality goods. All responsibility for COM shipments is between the purchaser/Dealer and textile source. When using COM or COL ship materials freight prepaid to: KARTELL ITALY (Please contact Kartell US in order to obtain the right details for contact and delivery address).

Each package must be identified and marked with:

- (1) purchasing Dealer name and purchase order number
- (2) the Vendor acknowledgement number
- (3) the Product name on which the fabric or leather is being applied
- (4) fabric name, number and color
- (5) other pertinent information which will enable proper COM/COL identification

11. Fabric Requirements. Yardage requirements shown are based on non-directional 54" wide material applied railroaded. The following conversion chart should be used to determine yardage requirements when COM (as defined below) is less than 54" wide and/or has a repeat of 2" or more. Add together the vertical and horizontal repeat to determine which column should be used as a reference. The Vendor reserves the right to railroad or apply fabric according to weave unless instructions specify otherwise. Fabrics are railroaded when possible to avoid seams in large upholstered areas and/or single cushion units. If a fabric is questionable, a cutting of adequate size showing full repeat (if any) should be sent to the Vendor for a fabric quotation. The Vendor reserves the right to request

additional yardage of COM or COL (as defined below) at customer expense based on pattern/ repeat size. To determine the possibility of reduced yardage requirements for orders of ten (10) or more units, please contact the Vendor Customer Service Department, at Kartell US, 39 Greene St, New York, NY 10039, tel. (212) 367-3701. (see **TABLE 01** below)

12. Labels. Our labels will include the EAN (GTIN--13) barcode. EAN 13 is the barcode used for marking products intended for the global market. As the name suggests, EAN 13 represents a code with 13 characters: the first three figures of the code identify the country where codification was requested by the product brand owner and the remaining figures identify the producer and the product. When Dealers receives Vendor packages shall be able to identify the Product using any type of bar-code reader.

13. Limited Warranty. Vendor warrants to Dealer and to the final purchaser that all new Products will be free, under normal use and service, from defects in workmanship or materials (cuts, scratches, normal wear and tear excepted), provided that any allegedly defective Product has not been (i) altered, misused, neglected, tampered or damaged through causes unconnected with its manufacture, cleaned with wrong cleaning methods or wrong cleaning products, or damaged by impacts or accidents (ii) improperly installed or assembled, or damaged during installation, (iii) repaired for warranty defects by anyone other than Vendor or its authorized service providers, (iv) used in violation of operating instructions or (v) placed outdoors or in a humid environment or used for non-domestic purposes (unless otherwise stated). Without limiting the generality of the foregoing, this Limited Warranty does not cover the following: (i) Product failure caused by faulty power supplies, overheating caused by improper installation, (ii) failure caused by fires, misuse, accidents, abuse, neglect, mishandling, misapplication, improper handling/installation incurred by the user/installer or Acts of God (such as lightning or fluctuations in electrical power) (iii) Products which have been modified or have had the serial number altered, defaced or rendered illegible and (iv) Product is left operating in conditions/requirements other than those mentioned in respective Product brochures or user manuals. This Limited Warranty shall terminate upon the expiration of ONE (1) YEAR from the date of purchase. This Limited Warranty is not transferable and shall not extend to anyone other than Dealer and the final buyer.

14. Warranty Service. In the event that a defect in a Product is found within the terms of this Limited Warranty, Vendor will have the right, at its exclusive option, to either repair the Product or replace the Product with a new or comparable Product. Replacement of defective parts or components of the system does not extend the Limited Warranty

period on Product neither on spare part. Vendor reserves the right to request allegedly defective parts be returned for inspection with cost incurred to return such parts borne by Dealer, as applicable.

15. Disclaimer of Other Warranties and Limitation of Liabilities/Remedies. Except as expressly warranted in this limited warranty, to the maximum extent allowed by local law, vendor hereby disclaims any statutory and implied warranty and any remedy applicable to Products which but for the warranty contained herein might arise by implication or operation of law, including, but not limited to, the implied warranties or conditions of merchantability, fitness for a particular purpose and satisfactory quality. Vendor assumes no responsibility that the Products will be fit for any particular purpose for which the Dealer may be buying these Products. The sole obligation and liability of vendor and it's Affiliates and Dealer's sole and exclusive remedy, in connection with a Product or its use or application, whether based on warranty, contract, tort (including negligence) or any other legale theory, shall be strictly limited at Vendor's option to repair or replacement of the Product with exclusion of any special, consequential, incidental or exemplary damages arising out of or in any way connected with the products or otherwise, nor for any damages (whethere direct or consequential) for lost profits, loss of the products or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, your time, lost data, injury to property or any damages or sums paid by Dealer to third parties. Without prejudice to the above, the Vendor's liability shall not, in any event, exceed the price allocable to the Product or service which give rise to the claim, loss or damage.

16. Products and Prices. Further to any product updates, Vendor reserves the right, without any notice, to change the technical features of any Products and to make changes to the Product range. Prices provided with the present Price List are applicable and in force upon receipt.

The prices are considered valid until further notice. Dealers shall do their best to conform to the manufacturer's minimum suggested retail prices studied and duly evaluated on the basis of the market trend and target consumers.

17. Force Majeure. In the event that either party hereto is unable to perform any of its obligations under this GTCS, or to enjoy any of its benefits because of (or if loss of the Products is caused by) natural disaster, riots, strikes, freight embargoes, acts of God, acts of war or hostilities of any nature, laws, regulations, actions or decrees of governmental bodies (whether foreign or domestic, federal, state, county or municipal) or communications line failure not the fault of, or that could not reasonably have been prevented or avoided by, the affected party (hereinafter referred to as a "Force Majeure Event" or "Event"), the Party who has been so affected shall promptly give notice to the other party and shall notify the other Party in writing of the nature of that event and the prospects for that party's future. Upon receipt of such notice, all obligations under the purchase order shall be immediately suspended and delays in delivery due to Force Majeure Events shall automatically extend the delivery date for a period equal to the duration of such Events.

18. Applicable Law and Jurisdiction. This GTCS and the rights and obligations of the Parties shall be governed in all respects by, and construed in accordance with, the laws of the State of New York (without regard to the principles of conflicts of laws). The parties hereby consent to the sole and exclusive jurisdiction of the courts of the State of New York or the United States Federal District Court for the Southern District of New York for purposes of any action or proceeding brought by either of them on or in connection with this GTCS on any alleged breach thereof and to assert that any such court constitutes an inconvenient or improper forum.

TABLE 01

	54" WIDE	53"-51" WIDE	50"-48" WIDE	47"-45" WIDE	44"-36" WIDE
Plain Fabric	0%	15%	30%	45%	60%
2" - 10" Repeat	10%	20%	35%	50%	65%
11" - 20" Repeat	15%	25%	40%	55%	70%
21" - 25" Repeat	20%	30%	45%	60%	75%
26" - 30" Repeat	25%	35%	50%	65%	80%
31" - 35" Repeat	30%	40%	55%	70%	85%
36" - 40" Repeat	35%	45%	60%	75%	90%
41" - 45" Repeat	40%	50%	65%	80%	95%

6. Claims

Claims upon delivery of merchandise:

Transport damage

Unless Dealer provides Vendor with written notice of any claim for shortages of or defects in the Products within eight (8) days of delivery of the Products, such Products shall be deemed finally inspected, checked and accepted by Dealer. Any claims for concealed damages must be made within 8 (eight) days of its discovery but no later than 12 (twelve) months from the delivery of such Product. Vendor declines any responsibility for items picked up from the Vendor's warehouse and for damages or loss of packages/items with respect to any drop ship order. Dealer must communicate in writing its claims on the delivery receipt and/or the bill of lading on both carrier's and recipient's copy in the following occurrences:

1. Product missing the accompanying product instructions;
2. Product different with respect to accompanying product instructions;
3. Damaged Product packaging.
4. Product non-conformity. Any claim must be detailed and indicate one of the reasons listed on the form (merchandise missing, merchandise different or packaging damaged, etc.). Dealer shall complete the transport claim form in all its parts. Copies of the delivery receipt and of the claim form must be sent to Vendor within 8 (eight) days of receipt of the merchandise or from the discovery of the alleged defect to:

Kartell Customer Service Department e-mail: claims@kartellus.com

ONLY CLAIMS SENT TO THE E-MAIL ADDRESS ABOVE WILL BE CONSIDERED WITH THE FOLLOWING DOCUMENTS:

- the Claim Form duly completed in all its parts. This form (an image is shown. hereafter) may be requested from the Kartell Customer Service Department, at the address shown above or from the Kartell agent for the area.
- Photographs of the alleged defect (for each defective product). If the claim concerns a new product (just received by the Retailer or just delivered by the Retailer to the end user) "full view" photographs must also be sent of its packing with photographs also of the double label (shipment and manufacturing) as indicated in the photograph shown below.
- The QUALITY CONTROL slip found inside the product tag must be kept since the data on it may be requested by the Quality Office in order to check the production lot.

Please note the followings:

1. claim resolution period is within 30 days;
2. any replacement items asked before the period of resolution will incur additional charges;
3. Vendor collection includes items that masters cartons consisting of multiple like pieces. Vendor will not break down the master carton in any case. If the claim is fulfilled for one piece, the other items will be shipped at charge.

PLEASE BE ADVISED THAT VENDOR CANNOT PROCESS THE CLAIM IF ALL OR EVEN SOME OF THIS REQUIRED INFORMATION IS MISSING.

It is obligation of the Dealer to inform the end user that the original packing of each Product must be kept for processing any claim against Vendor.

CLAIM FORM

Kartell Date: ____/____/____

CLAIM FORM
(TRANSPORT DAMAGE / PACKAGE LOSS / PRODUCT NON-CONFORMITY)

Company name: _____
Consignee name: _____
Phone: _____
Carrier: _____
Tracking: _____
Original PO# or Kartell Invoice#: _____

choose one:

Merchandise missing: Item code: _____ Qty: _____
Merchandise different: Item code: _____ Qty: _____
Packaging/Item damaged: Item code: _____ Qty: _____
Product non-conformity: Item code: _____ Qty: _____

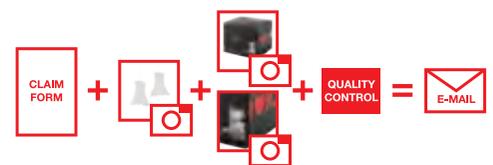
Description of damage/product non-conformity:

Along with the claim form please send to us:

- Copy of the signed delivery document
- Pictures of the damaged item and the box
- Photo of label
- Manufacturer stamps (for date of production and batch info)

Please email the whole documentation to: claims@kartellus.com

KARTELL CANNOT PROCESS THE CLAIM IF ANY REQUIRED INFORMATION IS MISSING.



7. Use and Maintenance

Simple care is needed for the maintenance of Kartell products to retain the original features of the materials.

PLASTIC MATERIALS

Cleaning. Use a soft damp cloth with soap or a liquid detergent, preferably diluted with water. The use of the following substances must absolutely be avoided: acetone, trichloroethylene, ethyl alcohol or detergents containing even small quantities of these substances which cause irreparable damage to the plastic of which the products are made. We recommend always using a damp cloth to prevent plastic surfaces from becoming charged with static electricity which attracts dust. Also avoid abrasive solvents, cleaning powders and creams, steel wool or rough sponge cloths.

Use. Do not drag objects across the plastic surface, even if it has a scratch resistant finish, since sharp objects can damage the plastic just as they would damage wood or metal. Do not place very hot plates or pots directly on the surface, but always use a cloth or trivet.

WOOD

Cleaning. As with plastic surfaces, use a soft damp cloth. Do not use alcohol or other spot-removers. For a deeper cleaning use a little non-abrasive liquid detergent and wipe in the direction of the wood grain. Dry the surface well with a soft cloth. Never use acetone, trichloroethylene or ammonia.

Use. Moisture in wood can cause swelling which is normal in a natural material. Our woods hold up well under normal temperature and humidity conditions. Slight color variations from one piece of wood to another are normal and these tend to disappear with time. Wood can change color over time. To delay this, it is best to avoid placing it in direct sunlight.

METALS

Cleaning. Normal dirt on either painted or plain metallic steel or aluminum surfaces must be removed with soap and water (preferably hot) and neutral liquid detergent; dry with a soft cloth or with a chamois cloth. Never use cleaning powders, abrasive or steel wool pads, which can cause scratching, or liquid detergents that contain chlorine or its derivatives such as bleach or muriatic acid.

Use. Avoid spilling grapefruit juice, cola, salt and coffee on metal surfaces. These can cause indelible stains. To remove black marks on aluminium chair legs, products especially made for steel finishes or non-abrasive car polishes are recommended.

COVER

Kartell uses different kinds of covers, for each one you may find the appropriate cleaning and usage instructions within the instruction card enclosed in the packaging.

Kartell US Inc. offers a plastic cleaner kit. Please contact customer service for more informations.



\$ 18.00/each

\$ 60.00/set of 4



8. Materials used

PLASTICS

Primary chemical and physical characteristics of the materials used in manufacturing Kartell products. Plastics are organic materials created by man. Their technological and physical characteristics are determined by polymers, in which one or more types of monomers are joined to form a molecule. Plastics can be divided into two major groups based on their chemical and technological performance: Thermoplastic and thermosetting. In recent years, technological research has made it possible to create increasingly sophisticated materials, whose performance and physical appearance are unlike that of what we generally consider as being "plastic". These types of plastic contain not only polymers, but also additives, fillers and reinforcements which give them better physical, chemical, mechanical or processability properties. These are called composite materials or technopolymers.

THERMOPLASTICS

Thermoplastics are formed by resins which can be made more elastic through heating or harder through cooling. The temperature values depend on each individual resin. They are composed of numerous interwoven independent molecular chains. When heated, these chains slide, enabling the plastic to flow. When cooled, they become hard again. Many thermoplastics are used in the production of Kartell products, and are almost always mixed with other materials to enhance their performance, thereby becoming thermoplastic technopolymers. The main thermoplastics used are Polyolefins, the best known of which are PE (Polythene or Polyethylene) and PP (Polypropylene), ABS (Acrylonitrile, Butadiene, Styrene), PS (Polystyrene), PMMA (Polymethylmethacrylate), PA (Polyamide) and PC (polycarbonate). Their main characteristics:

Polyolefins

Polypropylene and polyethylene are thermoplastic polymers belonging to the family of polyolefins: Polyolefins are high molecular weight hydrocarbons. They include low-density (LDPE), linear low-density (LLDPE) and high-density polyethylene (HDPE), polypropylene (PP) and polymethylpentene (PMP or TPX). Polyolefins are break-resistant, non-toxic and non-contaminating materials. These are the only plastics lighter than water. They easily withstand exposure to nearly all chemicals. They are easy to color and modify to create specific alloys, using minerals like talc, as required for the product. Polypropylene (PP) is lightweight, translucent and

strong. It has excellent mechanical and chemical resistance (it has no known solvent at room temperature). It's weather resistant, so it can be used to create products for outdoor use. Thanks to its features and its warm and soft physical appearance, polypropylene is particularly suitable for manufacturing chairs.

Polyethylene (PE) is a chemically inert plastic. It has no known solvent at room temperature; aggressive solvents will cause softening and swelling, but these effects are usually reversible.

acrylonitrile-butadiene-styrene (ABS)

ABS polymers are a single technopolymer family. The name comes from the first letter of the three monomers composing them:

- Acrylonitrile (A) provides thermal resistance to aging;
- Butadiene (B) helps maintain properties at low temperatures, technical resistance, and impact resistance;
- Styrene (S) gives shine, solidity and ease of processing.

By varying the proportions of the three components, a wide variety of types of ABS can be created for a wide variety of uses: in the automobile sector, office equipment, electrical and electronic products, appliances, and naturally, furniture. ABS are resistant to high temperatures, chemical compounds and ageing, and are solid and impact resistant. They can be given high, medium and low (matte) gloss surface finishes and are easy to color. However, some types of ABS are sensitive to certain chemical compounds and solvents. Therefore, the anti-cracking properties need to be assessed for each application. ABS aren't generally weather resistant. If the material is not protected, it may fade and become brittle. They are used for most traditional Kartell articles, such as round and square elements and modular bookshelves.

Polystyrene (PS)

PS is the result of styrene polymerization. It is a rigid and non-toxic polymer with excellent dimensional stability and good chemical resistance to water-based solutions but limited resistance to solvents. It is ideal for products such as waste baskets and office articles. It is used in its so-called "aesthetic" version for its good surface appearance. It is also used as HIPS (scratch-resistant polystyrene), with added rubber to make it scratch resistant.

Polymethylmethacrylate (PMMA)

Polymethylmethacrylate has high aesthetic and functional qualities. It is transparent, solid and weather resistant. Acrylic resins are used to make all transparent products, including in the furniture

sector. So-called "plastic rubbers" can be added to improve their resistance properties, making it impact resistant. Antonio Citterio's Mobil drawers are made of this special combination.

Polyamide Nylon Resins (PA6)

This is a group of linear polymers with repeated amide linkages along the back-bone. These are produced through the polymerization of amino acids. Nylon is strong and tough, abrasion, impact and wear resistant. Numerous fillers can be added to improve its features. It is used for clothes stand bases or Oxo trolley supporting frames, parts which support weights

Polycarbonates (PC)

Polycarbonate refers to a thermoplastic polymer. When producing objects using this material, the polycarbonate is melted and injected under high pressure into a mold, to give it the desired shape.

There are two principal processes for producing articles with polycarbonate:

- Extrusion: here, the polymer is heated, then injected into a die with the shape of the final product. This process is used to manufacture pipes, sheets and profiles
- Injection molding: here, the polymer in granular form is heated, injected into a mold, then cooled, giving it the shape of the final product. This is the most commonly used process for objects in a variety of sectors.

The advantages of polycarbonate

Polycarbonate:

- has excellent mechanical, thermal and electrical properties
- has high resistance to fire and impacts, and high elasticity
- is easy to recycle and process

These characteristics make this material ideal for a variety of applications: from automobiles to packaging to appliances to consumer products. Kartell was a pioneer in the sector, demonstrating polycarbonate's many applications in the furniture sector as well.

Polyvinyl Chloride (PVC)

PVC's structure is similar to polyethylene, but contains atoms of chlorine. The chlorine atom makes PVC vulnerable to some solvents but also more resistant in many applications (PVC has a considerable resistance to oils and a very low permeability to gases). Polyvinyl chloride is transparent with a slightly bluish tint, and can be colored in a vast range of tones.

Styrene Acrylonitrile (SAN)

Styrene Acrylonitrile belongs to the family of styrenes, and is one of the best in terms of mechanical characteristics. SAN is rigid and hard,

either transparent or opaque. Pieces made using SAN have a high dimensional stability and can be “easily” injection molded.

THERMOSETTING PLASTICS

These resins can no longer return to their original state after they have been polymerized through heating or other means. Before transformation, thermosetting plastics also have a chain structure. During polymerization, atomic cross links are created between molecules, forming a complex interlinked network. These atomic cross links prevent the plastic from sliding during subsequent heating processes. Excessive heat damages polymers. The thermosetting resins used in Kartell articles are: PUR (polyurethane), SMC (Sheet Molding Compound), BMC (Bulk Molding Compound) and melamine.

Polyurethane (PUR)

Polyurethanes are formed by two components, polyol and isocyanate, which when combined in different types and percentages form countless materials with differing and contrasting characteristics: from soft polyurethane used by the foam industry to the rigid structural variety, used to make the Battista trolley tops by Antonio Citterio.

Melamine

Melamine resins--commonly called melamine--are thermosetting resins that are colorless and odorless, resistant to water, chemical agents, abrasion and heat, and are extremely transparent to light.

Melamine resins are used primarily for tableware (especially dishes), plastic laminates and kitchen accessories.

Melamine resin utensils and bowls are microwave safe, absorbing radiation and heat.

SMC AND BMC

These are thermosetting resins that are mixed with thermoplastic resins and impregnated with fiberglass. The difference between the two resins comes from the method by which they are impregnated: in SMC the resin impregnates a sheet of fiberglass, while in BMC the molding mass is impregnated with glass fibers. Fiberglass fill is used to create an especially resistant material, used in Philippe Starck's Miss Balù table tops.

Fiberglass Reinforced Polyester (GRP)

GRP belongs to the family of thermosetting resins; it has high mechanical characteristics, so much so that it is also used in the automobile and electronics industries. Over time, two technologies have been developed allowing economical use of this material in mass-produced products: SMC (sheet molding compound), where the resin impregnates a sheet

of fiberglass and BMC (bulk molding compound) where the resin impregnates disordered glass fibers. Thanks to these technologies and the material's high mechanical characteristics (up to ten times greater than thermoplastics), highly technological products can be produced that are capable of replacing sheets and die-casting in many cases.

WOOD

Natural wood is taken from the plant, either deciduous or evergreen, and is classified commercially as hardwood or softwood. Kartell uses some of the best wood available on the market. It is processed to guarantee long wear and resistance in addition to respect of all environmental standards. Since wood is a natural material, there can be color variations from piece to piece. The plastic laminate that is sometimes combined with wood is created through lamination and is composed of phenolic and melamine plastic resins and thermosetting polymers. It is used in the furniture manufacturing sector as a coating for chipboard, MDF, honeycomb and other wooden panels.

METALS AND PAINTS

In Kartell products, metals are limited mainly to structural parts or to emphasize particular aesthetic details. The technologies used are extrusion and die-casting. Often, to improve the surface and aesthetic quality, metal parts are painted: in this case using powder coatings are used, which can be electrically charged to adhere perfectly to the metal surface. The paints used for metal are usually epoxy polyesters. Thanks to their greater durability and resistance to light, abrasion and weather, the products made using these materials can be used outdoors. Die casting is used primarily to solve certain complex aesthetic issues, such as for the legs of the Battista and Gastone carts designed by Antonio Citterio. The die-cast parts can be used as is or coated with epoxy-polyester.

On many plastic products or parts of products, more traditional paints, such as acrylic or polyurethanes are used. In this case painting serves to enhance the aesthetic quality of the surface finish and improve durability.



