

Warranty Statement



LIMITED LIFETIME WARRANTY

Motiva Office warrants to you, the original buyer, that all goods shall be free of defects in material and/or workmanship attributable to manufacture for a period of 3 years from date of original buyer's receipt of product. Damage resulting from improper handling after merchandise is received or from exposure to weather or extreme atmospheric conditions is not covered by the Motiva Office warranty. Warranty is subject to normal use under normal conditions. Motiva Office shall in no event be liable for incidental or consequential damages. Sunlight, smoke, moisture, cleaning products and/or other environmental conditions may cause materials to vary from their original color and/or damage the products. These variations are considered to be the nature of the material in relation to their environmental exposure and are not covered under this warranty. The repair or replacement of defective goods constitutes Motiva Office's entire obligation. There are no other warranties, expressed or implied, including any warranty or merchantability or fitness for a particular purpose. If any model or sample is shown to buyer, such model or sample is used merely to illustrate the general type and quality of goods, and not to represent that goods supplied to buyer will necessarily conform in all respects to the sample or model. All claims for seller's failure to comply with this warranty shall be governed by the provisions of this paragraph.

ABOUT OUR STANDARDS

Every Motiva Office product is certified and tested by an external organization, Catas, and upholds Italian and European Union laws and regulation concerning materials, security, sustainability and health.

ABOUT OUR WARRANTY

The exclusive Motiva Office warranty is available only to you, the original purchaser, and becomes effective with your delivery date. Motiva Office will repair or replace at our discretion any piece of furniture that is defective in material or workmanship under the terms and conditions outlined here. If Motiva Office determines that a repair is impractical, you will be furnished a substitute of the same or similar color, design, style and quality.

HOW TO PROCEED IF YOU OBSERVE A DEFECT

First and foremost, should you notice a manufacturing defect, it is important that you promptly notify our office within 30 days from date of purchase in order to exercise your rights under this warranty. Please contact our Customer Service office, and have your original sales receipt and delivery ticket when making a claim.

Motiva Office Customer Service
6741 Whitestone Road
First Floor
Baltimore, MD 21218
info@motivaoffice.net
(410) 298-7751

Quality and Environment

Motiva™

QUALITY AND ENVIRONMENTAL STANDARDS

Motiva's OEM manufacturer partners, located in Italy, have been taking care of Quality, Health, Safety and Environment themes since the beginning in order to supply services and products as per the expectations of the market. This is the reasons why Motiva products are certified UNI EN ISO 9001/2000, UNI EN ISO 14001/2004 and BS OHSAS 18001/2007.



Business Management is continuously modified and improved so that: the management pursues the improvement of the quality and environment standards through action plans and responsibility sharing; the Staff is duly educated and trained; each order is analyzed and re-examined and each complain is checked and quickly solved; all the materials are controlled and all the processes are constantly monitored; planning is executed under documented and strict standards; the environmental impact is kept under control; waste, emergencies, natural and energy sources and chemical products are managed. Product quality, respect of the environment, health and safety.

Motiva's OEM manufacturer partners, continue to believe and invest in excellence to give the best to its clients in terms of product and service quality, promote and implement the respect of environment and sustainable development, provide a safe and healthy workplace for employees.

ECOLOGICAL PANEL (PE) AND FSC CERTIFICATES

In order to attest its commitment in the respect and safeguard of environment and nature, Motiva's OEM manufacturer's facilities have reached the most important quality and environmental standards, either Italian and international. Ecological Panel (PE) is an association and a brand that certify that the wood panel used in the manufacture of furniture is a recycled wood. It is environmentally friendly and helps to save the environment, because it doesn't require tree felling.

Ecological Panel is also FSC branded: the Forest Stewardship Council brand identify products containing wood coming from forests managed in a correct and responsible way in the respect of rigorous environmental, social and economic standards. The origin forest has been controlled and estimated in an independent way and in conformity to these standards (principles and criteria of good forest management), established and approved from Forest Stewardship Council through the participation and the agreement of the interested parts.