



SUPPLEMENTAL WARRANTY INFORMATION

STEELCASE WARRANTY

Steelcase will repair or replace with comparable product, at its option and free of charge (for materials and components) any product, part or component which fails under normal use. If repair or replacement is not commercially practicable, Steelcase will provide a refund or credit for the affected product. End User means the final purchaser acquiring a product from Steelcase or a Steelcase Authorized Reseller for the purchaser's own use and not for resale, remarketing, or distribution

Steelcase also covers the labor for the warranty service:

SEATING

12-year warranty on: Mechanisms, lumbar mechanisms, headrests, coat hanger, pneumatic cylinders, arm caps, foam, casters and glides, wood frame side chairs, and tablet arms

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, OR LOSS RESULTING FROM:

- Normal wear and tear
- Failure to apply, install, reconfigure, or maintain products according to published Steelcase or manufacturer instructions and guidelines.
- Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions).
- Alteration or modification of the product.
- The substitution of any unauthorized non-Steelcase components for use in the place of Steelcase components in an integrated product solution, including but not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

WARRANTY PROVIDES EXCLUSIVE SOLUTIONS:

- Pursuant to this limited warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Steelcase will (i) repair or, at Steelcase's option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or ii) refund or credit of the purchase price for the affected product, at Steelcase's discretion, if Steelcase determines that repair or replacement is not commercially practicable or cannot be timely made.
- A product "defect" means an inadequacy in the materials or workmanship of the product that (i) existed at the time when you received the product from Steelcase or a Steelcase Authorized Reseller and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product.



- An “ordinary use” means use of the product (i) in conformance with all applicable local, state or federal laws, codes and regulations (including without limitation building and/or electrical codes) and (ii) in accordance with manufacturer recommendations and/or instructions in the materials and documentation accompanying the product. – A “Steelcase Authorized Reseller” means any dealer that (i) is duly authorized by Steelcase to sell the product, (ii) is legally permitted to conduct business in the jurisdiction where the product is sold, and (iii) sells the product new and in its original packaging.
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.



OFS Warranty

OFS Case goods, Tables & Reception, and Seating products are guaranteed to be free from defects in design, material, and workmanship, given normal use and proper care, for **12 years of single-shift service with the exceptions noted below.**

Exceptions:

- All drawer glide suspensions — Lifetime
- All locking mechanisms — Lifetime
- All door hinges — 12 Years
- Door latches — 12 Years
- Drawer pulls — 12 Years
- Task Lights — 3 Years
- Casters/Pneumatic lifts — 2 Years
- Foam padding — 2 Years
- Base height adjustable mechanism — 2 Years
- Power supplies — 1 Year

OFS will cover warranty labor as quoted by the dealer

- OFS will repair or replace, at our discretion without charge to the original purchaser, any product or part thereof which fails as the result of such a defect during the warranty period.
- OFS assumes no responsibility for repairs to products that result from user modifications, attachments to a product, misuse, abuse, alteration, or negligent use. Except as stated above, OFS makes no expressed or implied warranties as to any product and makes no warranty of merchantability or fitness for any particular purpose.
- OFS shall not be liable for consequential or incidental damages arising from any product defect.

This warranty does NOT cover:

- Damage caused by a transportation company.
- Natural variations in color, grain, or texture of wood and other covering materials over which OFS has no control.
- Damage created by loading file drawers with anything other than hanging files.
- Conference tops attached to any other manufacturer's base.
- Fabric color matching, fabric puddling, fastness of colors or wearing qualities of any material.



Global Warranty

Global Lifetime Warranty. Global will repair or replace, at Global's option, as the sole remedy for any defect covered by the warranty. The warranty applies to products manufactured after January 1, 2011.

General Commercial Seating

Global's warranty for general commercial seating covers all chair components including pneumatic cylinders, bases, casters, glides, frames, arms, plastic seats, backs, and other structural components.

Exceptions to the warranty for general commercial seating are as follows:

- Foam, textiles (as sampled on Global branded and Alliance Partner program cards), mesh material and electrical devices, are warranted for **five (5) Years**
- Control mechanisms are warranted for **twelve (12) Years**

*The warranty applies to single shift, standard commercial usage, defined as a standard eight (8) hour day, forty (40) hour weeks for users weighing up to 300 pounds.

Files, Desks, Modular Furniture, Tables, Panels & Accessories Warranty Summary

Product Type	Components Warranty for Original Purchaser	Exceptions
Metal storage and filing	Lifetime	None
Laminate/wood veneer desks and modular furniture	Lifetime	Tackboard textiles, electrical devices, task lights – 5 years
Boardroom, conference and training tables	Lifetime	Electrical devices – 5 years Moving parts – 5 years
Panels	Lifetime	Panel textiles, electrical devices, task lights – 5 years
Coat racks and lecterns	5 years	None
Folding tables (laminate & molded)	1 years	None
Height adjustable tables	5 years	Motorized parts (on electrical tables) – 2 years



Global's Warranty does not apply (for any product category) to the following:

- Failures due to wear and tear
- Failures which result from negligence, abuse, accident or misuse
- Failure to apply, install or maintain products according to Global's written instructions and warnings
- Modifications, attachments or repair methods not approved by Global
- Damage caused by a carrier in transit, or delivery/installation contractors
- The matching of colors, grains or textures (wood, leather, etc.) of natural materials and color matching of textiles
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments
- Colorfastness or the matching of color of textiles
- Damage by markings or staining; damage by sharp objects or imprinting from instruments
- Damage to textiles or laminate and wood surfaces/edges from exposure to sunlight (including UV rays)
- Products used for rental purposes

Global's warranty does not cover the costs of transportation or labor. Repair or replacement will be at Global's option.

Open Plan Warranty

SEATING

Open Plan Systems offers a lifetime warranty for seating which covers all chair components including pneumatic cylinders, bases, glides, plastic seats, backs and other structural components. The warranty applies to single shift, standard commercial usage, defined as a standard eight (8) hour, forty (40) hour week for users weighing up to 300 pounds.

Exceptions to the warranty for seating are as follows: Foam, textiles and mesh material are warranted for five (5) years, Control mechanisms and casters are warranted for twelve (12) years.

Note: Labor is not included.