



# Warranty

## Global Warranty Information

### A History of Success

Founded in Canada in 1966, The Global Group is one of the largest manufacturers and marketers of quality business furniture in the world. Our facilities include more than 40 just-in-time manufacturing and product assembly plants, plus offices, showrooms and distribution facilities.

Customer service is the cornerstone of our continued success and the reason why the Global choice is often the first choice for office furniture solutions by clients the world over.

### Ergonomics

Global manufactures an extensive selection of office furniture in the areas of seating, files and storage, casegoods, panels and computer accessories. The people at Global are proud to bring you office furniture manufactured with ergonomic features integrated into every product in order to help build a healthy, comfortable and productive work environment.

### ISO 9000

At Global, we continue to set the highest quality product standards. Registration to ISO 9000, the international standard for quality systems is just one example of our longstanding promise to manufacture office furniture that is built to work better and last longer.

### Research and Development

The Global Group is one of the very few business furniture companies worldwide to maintain an in-house testing laboratory. The testing laboratory and its support programs certify our components and finished products. Global certified office furniture products meet, and often exceed industry and government standards.

### The Environment

At Global we're proud of our pledge to maintain a clean environment. We have long established environmental programs throughout our plants and offices to sustain our 'earth friendly' commitment. The people at Global take every opportunity to Reduce, Reuse and Recycle.

### ISO 14001

At Global we're proud to say we're ISO 14001 registered. ISO 14001 is the benchmark international standard for the implementation and operation of an environmental management system. Certification requires a commitment to continuously improve practices that protect the environment.

### Limited Lifetime Warranty

Global warrants that all commercial products are free from defects in material and workmanship, for the life of the product, to the original purchaser. Global will repair or replace, at Global's option, as the sole remedy for any defect covered by the warranty. For detailed conditions, refer to the current Global Price List.

**This warranty covers the following product categories.**

1. General Seating
  2. Filing
  3. Panels
  4. Desks, Modular Furniture and Tables
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## LIMITED 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 March 22, 2016.

### 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.
- Heavy duty seating and Indoor/Outdoor Furniture are not defined as general commercial seating (see below for warranty exceptions).

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

### Heavy Duty Seating

Global offers products designed for multiple shift applications (24 hours a day / 7 days a week) and larger individuals weighing up to 400, 500 and/or 600 pounds (depending on series and/or model). Global warrants these products for twelve (12) years to the original purchaser. All components (including control mechanisms, pneumatic cylinders, bases, casters, glides, frames, arms, plastic seats/backs, etc.) are covered for 24/7 applications under the warranty. The exceptions are foam, upholstery and textiles, which are covered for five (5) years. Fabric or upholstery material on these products must exceed 100,000 double rubs for the textile portion of the warranty to apply. Heavy Duty product series that apply under this warranty can be found in the Heavy Duty section of the Seating list price book.

### Outdoor Furniture

Global offers products designed for use indoors or outdoors. Global warrants these products for three (3) years to the original purchaser. This warranty applies to single shift (eight (8) hour day, forty (40) hour week) for users weighing up to 275 pounds, unless noted otherwise. Outdoor furniture must be stored indoors during inclement or

extreme weather such as extreme cold, extreme heat, or excessive wind.

Exceptions to the warranty for indoor/outdoor furniture is as follows:

- Only Global branded textiles and Alliance Partner carded textile program materials expressly identified for outdoor application are covered for three (3) years when used outdoors.

**Textiles**

Global warrants Global branded textiles and Alliance Partner carded textile programs inclusive of fabrics, vinyls and leather products for five (5) years. Global does not warrant COM (Customer Own Materials) or graded-in materials (non-carded) and purchased by Global for a customer. For graded-in or COM products, please contact the textile supplier for performance information and warranty details. Please refer to our website at [globalfurnituregroup.com](http://globalfurnituregroup.com) for detailed information on cleaning and disinfecting procedures. Improper usage of disinfecting/cleaning products may void the warranty.

Global textiles and finishes are updated periodically to meet the demand and trends of the market. As a result, some textiles and finishes may be discontinued by Global or the manufacturer. In the event that a textile or finish is discontinued, Global will make every reasonable effort to provide an alternative product(s) of comparable function.

**Seating Warranty Summary**

Seating Type	Components Warranty for Original Purchaser	Use Time For Warranty Coverage	Exceptions
General commercial seating	Lifetime	8 hours / 5 days per week	Foam/upholstery/textiles/mesh/electrical devices – 5 years  Control mechanisms – 12 years
Heavy duty seating	12 years	24 hours / 7 days per week	Foam/upholstery/textiles – 5 years
Indoor/outdoor furniture	3 years	8 hours / 5 days per week	Outdoor use textiles – 3 years

**Files, Desks, Modular Furniture, Tables, Panels & Accessories**

Global warrants all components of metal storage and filing, laminate and wood veneer desks, laminate and wood veneer tables, metal leg components and panels for the lifetime of the product to the original purchaser.

Exceptions to the warranty for Files/Desks/Tables and Panels are as follows:

- Electrical devices, panel and tackboard textiles, adjustable keyboard mechanisms/lecterns/coat trees and task lights – five (5) Years.
- Folding tables (laminate) – one (1) Year.

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

Product Type	Components Warranty for Original Purchaser	Exceptions
Metal storage and filing	Lifetime	Keyless lock options – 2 years
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:**

- Products not purchased directly from authorized Global resellers.
- Nominal or normal amount of wear and tear that can occur over time.
- 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.
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments.
- Color fastness or the matching of color of textiles, dye lots of textile can vary.
- 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.
- Purchased parts are warranted for one (1) year.
- Failure to follow specific cleaning and disinfecting instructions posted on [globalfurnituregroup.com](http://globalfurnituregroup.com).

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

Global makes no warranty that any of its products are suitable for any particular purpose and makes no other warranties, express or implied, other than those set out here. As codes and standards vary from one jurisdiction to another, references to compliance are solely for convenience and without any representation as to accuracy or

suitability. Users must verify the suitability of such information or product for their specific application. In no event shall Global be liable in either tort or contract for any loss or direct, special, incidental, consequential, or exemplary damages.

Global's warranty applies to products sold within the United States of America, Mexico, the Commonwealth of Puerto Rico and Canada.