

## Limited Lifetime Warranty

Our unwavering commitment to our customers compels us to care, and our dedication to quality is just one of the ways we show our customers how much they mean to us.

We recognize that keeping up with the pace of change requires having products that work as hard as the people who use them. That's why each of our products is rigorously tested and certified to meet the highest industry standards.

In the unlikely event that any Allsteel product or component covered by the Allsteel Warranty should fail under normal workplace use because of defective material or workmanship, Allsteel promises to fix it.

Because taking care of *people* is how Allsteel takes care of business.

# Limited Lifetime Warranty

Allsteel®

*Allsteel warrants its products to be free from defects in material and workmanship for as long as the original purchaser owns them, except as set forth below.*

Allsteel shall repair or replace with comparable product (at Allsteel's discretion), free of charge, any Allsteel product or component manufactured after January 17, 2019, that fails under normal commercial office use, in accordance with the terms of this warranty. For products or components manufactured prior to this date, please contact your Allsteel dealer for warranty information.

*The materials and components listed below are covered according to the following schedule from the date of invoice:*

## **LIFETIME**

All Allsteel products, materials, and components are covered under the Allsteel Limited Lifetime Warranty, subject to the following exceptions.

## **12 YEARS**

Veneer and laminate surfaces; wood seating; electrical components; seating controls; pneumatic cylinders; glides; casters; arm caps; foam; polymer side chair shells

## **10 YEARS**

Beyond™ and Aspect™ demountable partitions; painted wood surfaces; wood-frame seating and lounge products

## **7 YEARS**

A5 and A8 height-adjustable worksurface mechanisms

## **5 YEARS**

A3 height-adjustable worksurface mechanisms; tablet arm mechanisms; mesh on Quip™, Scout®, and Mimeo™; panel and seating upholstery fabrics; other covering materials; upholstery on tackboards and storage cushions; freestanding LED task lights; Beyond™ and Aspect™ moving parts such as door hardware and door mechanisms; monitor arms; keyboard trays

## **3 YEARS**

Marker board surfaces; upholstery on lounge products; undercabinet LED lights; USB power modules

## **2 YEARS**

Keyless electronic locks

## **1 YEAR**

Traceless laminates

Allsteel does not warrant:

- Customer's Own Materials (COM) or Customer's Own Laminates (COL)
- Natural variations occurring in wood, leather, or other natural materials, which are inherent to their character and not considered defects
- Colorfastness of textiles or surface finishes
- Matching of colors, grains, textures, or edge bands to natural materials such as veneer and leather
- Damage caused by the carrier in-transit or installer
- Products not installed, used, or maintained in accordance with product specifications, instructions, and warnings
- Modifications or attachments to the product not approved by Allsteel
- Products used for rental purposes
- Beyond™ and Aspect™ doors used in suite entry applications
- Beyond™ and Aspect™ customer's own hardware, which is subject to the supplier warranty
- Third-party products acquired through the Tailored Products Group
- Partner (e.g., Normann Copenhagen), third-party, and other manufacturers' products - Allsteel, to the extent possible, will pass through any warranty received with respect to other manufacturers' branded products
- Consumables (e.g. batteries, bulbs, lamps, and ballasts)

This warranty applies only to the original purchaser and is non-transferrable.

Warranty is void if integrated components or features are substituted with non-Allsteel or unauthorized components without previous authorization.

This warranty will not be valid if damage to the product is caused by (1) normal wear and tear over the course of ownership, including puddling and pilling in materials; (2) sharp objects (e.g. writing utensils, heeled shoes, scissors, jewelry, keys); (3) extreme environmental conditions; (4) unintended usage or the (5) use or storage of product in unsuitable environments or conditions.

This warranty applies only to products purchased from authorized Allsteel dealers and delivered within the United States and Canada. This warranty is valid for unlimited shift usage. Please contact your Allsteel dealer with any warranty requests.

*To the extent allowed by law, Allsteel makes no other warranty, express or implied, including any warranty of merchantability or fitness for a particular purpose. Allsteel will not be liable for any consequential or incidental damages.*