

Warranty

Warranty and Renewability

All products are warranted to the original purchaser against factory defects in workmanship and materials which first arise and are reported to the company within the applicable warranty periods. This warranty information covers the structure of the furniture: the laminated-veneer or solid wood frame, the construction of the arms, table legs and stretchers, delamination of tables, and all fasteners and moving parts.

Years under Warranty – Structure							renewability	
Seating	1	2	3	5	10	25	full	component
Allure						X	X	
Bistro	X							
Bridge						X	X	
Canyon					X			
Cavetto						X	X	
Chancel						X		
Chandler	X							
Chill					X			X
Dalton	X							
Delta					X			X
Element	X							
Encore					X			X
Hale Benches						X		X
Kirby						X		
Latitude						X	X	
Moment						X	X	
PlyFold					X			X
PlyLok						X		X
PlyWedge						X		X
Pose					X			X
Puzzle						X	X	
Rally & Rally Privacy						X	X	
Reflect						X	X	
Rio					X			
Trey®					X			X
Upland					X			X
Years under Warranty – Structure							renewability	
Tables	1	2	3	5	10	25	full	component
4200 Series						X		
4500 Series						X		X
4700 Series						X		X
6100 Series						X		X
Ally						X		
Amigo						X		X
Canton						X		
Cube						X		
Disc						X		X
Drum						X		
Fuse						X		
Legacy					X			
Manhattan					X			
Rowan					X			
Soho					X			

Years under Warranty – Structure							renewability	
Tables	1	2	3	5	10	25	full	component
Sprout						X		
Summit						X		X
Tapered Leg					X			
Trumpet						X		X
Tubular						X		X
Wood Base Tables						X		X
Student Room Furniture	1	2	3	5	10	25	full	component
Bed Accessories					X			
Bed Ends					X			
Casegoods					X			X
Mattresses				X				
Spring Bases				X				
zLok Components					X			
Accessories	1	2	3	5	10	25	full	component
Casters			X					
Fabric			X					
Foam-Chill Furniture			X					
Foam-Renewable Lounge			X					
Glides			X					
Power Unit	X							
Tablet Arms			X					

Fabric:

The Company warrants Sauder Program Fabrics, if purchased through Sauder for use on Sauder products for a period of 3 years.

Company has assembled an extensive graded-in offering featuring a wide selection of upholstery selected for performance. Sauder Program fabrics are available through Absecon, C.F. Stinson, Culp, Maharam, Mayer, and Momentum. Company warrants these textiles to perform under normal conditions as furniture upholstery and when cared for according to cleaning and maintenance guidelines provided by the textile supplier. Proper care and cleaning is imperative for maximizing textile performance. However, in the unlikely event that one of these upholsteries does not perform in accordance with manufacturing specifications when used and maintained under normal conditions, and the user has not misused, cleaned or attempted to clean using cleaning agents or procedures not suggested or approved by the textile supplier, Company will replace the fabric free of charge.

Exclusions:

The following are specially excluded from the warranty:

1. Any custom components that are not a part of the company standard line. This would include, but not be limited to, custom-designed parts or customer specified components, such as fabric, vinyl, foam, etc., that are not a part of the standard company product line.
2. Accessories such as light bulbs that are considered consumables.
3. Furniture that has been unduly exposed to elements such as water, light radiation, etc.
4. Damage caused in storing/moving products or furniture after delivery and prior to installation – when stored at customer request.
5. Damage caused by on-site construction process, other contractors or subcontractors, or the work of such contractors or subcontractors, including drywall dust.

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6. Damage as the result of accident, fire, flood, civil disorder, strike, Acts of God, abuse, misuse or any cause outside of ordinary usage.
7. Normal wear and tear, maintenance, scratching or natural wearing of finishes on chairs and tables.
8. Any responsibility for the effects the chairs have on flooring.
9. Fixed Seating:
 - Not installed by Company or Company authorized personnel
 - Loose floor anchors caused by flooring not being to standard
 - Damage to on-site flooring, i.e. buckling, peeling, lifting, shifting or sliding due to substandard flooring installations
 - If moved from original anchored locations, unless moved by authorized personnel
 - Damage to the product as a result of inferior or damaged flooring surface
10. Damage caused from shipping.

General Information:

- A. We have agreements with our upholstery suppliers to assure that all products meet Association of Contract Textiles standards for bow and skew. We also further eliminate pattern variability in our cutting process. However, you may still notice some irregularities that are within industry standards and are not covered under our product warranty.
- B. Replacement, repair, or refund of the purchase price, (pro-rated for use), as determined by Company and is the "sole and exclusive" remedy under the warranty, and all incidental and consequential damages are excluded and disclaimed from warranty coverage.
- C. To receive benefits under the terms of this warranty, the purchaser must:
 1. Notify Company of the defect.
 2. Fill out Company service request form, which will be sent to you, and provide a description of the defect.
 3. Submit completed form along with applicable photos.
- D. Any disputes over the provisions of this warranty will be mutually reviewed by representatives of Purchaser and Company.

E. ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED AND DISCLAIMED. THIS LIMITED WARRANTY IS THE ONLY WARRANTY FROM COMPANY APPLICABLE TO THE GOODS.

TYPES OF RENEWABILITY

Fully Renewable: These products have replaceable covers with hook and loop upholstery attachment and most components are replaceable as well.

Component Replaceable: Entire seat cushions (wood/foam/upholstery) and back cushions (wood/foam/upholstery) are replaceable. Additional replaceable components may vary per product. Additional component examples: Arms, tops, foot or casters, arm or back caps, handles, drawers or doors, etc.

See Chart for product details.