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KELLY WALSH HIGH SCHOOL (KWHS)

FURNITURE, FIXTURES, AND EQUIPMENT PROJECT



OWNER'S MANUAL

October 2016

TABLE OF CONTENTS

VENDOR CONTACT INFORMATION	4-5
VENDOR QUICK REFERENCE	6
<i>Seating</i>	<i>6</i>
<i>Tables.....</i>	<i>7</i>
<i>Storage</i>	<i>8</i>
<i>Specialty Equipment.....</i>	<i>9</i>
<i>Specialty Equipment.....</i>	<i>10</i>
<i>Workstations.....</i>	<i>11</i>
<i>Appliances.....</i>	<i>12</i>
VENDOR WARRANTY INFORMATION.....	13
OFFICESCAPES	13
<i>General.....</i>	<i>14-18</i>
<i>Artcobell.....</i>	<i>19</i>
<i>Arcadia</i>	<i>20</i>
<i>Bretford.....</i>	<i>21-24</i>
<i>Diversified.....</i>	<i>25</i>
<i>ECA</i>	<i>26-27</i>
<i>Fatboy.....</i>	<i>28</i>
<i>Fleetwood Group.....</i>	<i>29-30</i>
<i>Integra</i>	<i>31</i>
<i>ISI Systems</i>	<i>32-33</i>
<i>Lyon.....</i>	<i>34</i>
<i>Magnuson Group.....</i>	<i>35</i>
<i>Martin Bratrud.....</i>	<i>36</i>
<i>National Furniture.....</i>	<i>37</i>
<i>Southern Aluminum.....</i>	<i>38</i>
<i>Special Made.....</i>	<i>39</i>
<i>Steelcase.....</i>	<i>40-41</i>
<i>SurfaceTech</i>	<i>42</i>
<i>VS.....</i>	<i>43</i>
<i>Grainger.....</i>	<i>44</i>
<i>Global Office.....</i>	<i>45-46</i>
<i>Paragon.....</i>	<i>47</i>
<i>StageRight.....</i>	<i>48</i>
<i>WB Manufacturing.....</i>	<i>49-50</i>
<i>Silver Street Inc. (Media Tech).....</i>	<i>51</i>
SOURCE OFFICE	52
<i>Global Office.....</i>	<i>53-58</i>
<i>Teknion.....</i>	<i>59</i>
SCHOOL SPECIALTY	60
<i>Bailey Manufacturing.....</i>	<i>61</i>
<i>Pro Mats</i>	<i>62</i>
RESILITE	63
<i>Resilite.....</i>	<i>64</i>

IMPROVE GROUP..... 65

SpaceSaver..... 66

BIBLIOTHECA..... 67

Bibliotheca..... 68-69

WY OFFICE PRODUCTS..... 70

Spectrum Industries 71-74

VENDOR CONTACT INFORMATION

NOTE: When contacting a vendor for a warranty request, include a photo of the furniture sticker/tag if available. The sticker/tag contains a code that links to the vendor's database.

Bargreen Ellingson

Jerry Youree
811 Wimborne St.
PO Box 98
Casper, WY 82601
(307) 234-7323

Bush-Wells Sporting Goods

500 South Center Street
Casper, WY 82601
(307) 235-6671

Bibliotheca

(800) 328-0067
support-us@bibliotheca.com

Cost Plus Appliances

Allyne
1518 East C Street
Casper, WY 82601
(307) 577-7404

CPU VentureTech

330 South Walsh Drive
Casper, WY 82609
(307) 235-6212

Gelbach-Designs

808 Tuckaseegee Road
Charlotte, NC 28208
gelbach@gelbachdesigns.com

Improve Group

See "service" tag on shelving unit or on adjacent wall.

If no call number can be found:

Marshall Davis
2733 West 8th Avenue
Denver, CO 80204
(303) 831-9652

OfficeScapes

Kate Boyle
2506 Zeppelin Rd.
Colorado Springs, CO 80916
kboyle@officescapes.com
(719) 574-1113

Resilite Wrestling Mats

Frank Powell
PO Box 764
Sunbury, PA 17801
(800) THE-MATS (800-843-6287)
resilite@resilite.com

School Specialty

Jeannette Kvochick
100 Paragon Parkway
Mansfield, OH 44903
(800) 305-0174 x 1595
jeannette.kvochick@schoolspecialty.com

Sentry Air Systems

21221 FM 529
Cypress, TX 77433
(713) 690-2153
adam@sentryair.com

Source Office & Technology

Tommy Hallock
945 N Foster Rd.
Casper, WY 82601
(307) 247-4309
tommy.hallock@sourceot.com
sarah.herrick@sourceot.com

TW Promotions

845 Marconi Ave.
Ronkonkoma, NY 11779
(631) 645-0112
john@twpromo.com


















WY Office Products

Chris Detrick
P.O. Box 1201
Casper, WY 82602
(307) 472-7367
Chris@wyomingofficeproducts.com



















KWHS FF&E OWNER'S MANUAL - QUICK REFERENCE













SEATING

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
C-02		Admin Task Chair	Source Office
C-03		Student Stool	OfficeScapes
C-03b		Student Stool	OfficeScapes
C-04		Instructor Task Chair	Source Office
C-05		Lounge Rocker Chair	OfficeScapes
C-06		Lounge Curved Seat	OfficeScapes
C-07		Lounge Swivel Chair	OfficeScapes
C-08		Lounge Tablet Chair	OfficeScapes
C-09		Team Chair	OfficeScapes
C-10		Lounge Chair	OfficeScapes
C-11		Lounge Small Round Ottoman	OfficeScapes
C-12		Lounge Chair	OfficeScapes
C-13a		Student Adjustable Chair	OfficeScapes
C-13b		Student Adjustable Stool	OfficeScapes
C-13c		Instructor Adjustable Chair	OfficeScapes
C-13d		Instructor Adjustable Stool	OfficeScapes

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
C-14a		Cafeteria Booth	OfficeScapes
C-14b		Cafeteria Booth	OfficeScapes
C-16		Guest Chair	Source Office
C-17		Bean Bag	OfficeScapes
C-18		Stackable Cafeteria Chair	OfficeScapes
C-19a		Stackable Chair	OfficeScapes
C-19b		Stackable Perching Stool	OfficeScapes
C-19c		Stackable Stool	OfficeScapes
C-20a		Student Shop Stool	OfficeScapes
C-20b		Student Shop Stool	OfficeScapes
C-21		Lounge Curved Bench	OfficeScapes
C-22		Lounge Large Round Ottoman	OfficeScapes
C-24a		Lounge Large Rectangular Bench	OfficeScapes
C-24b		Lounge Small Rectangular Bench	OfficeScapes
C-25		Conference Chair	Source Office
C-27		Upholstered Study Booth	OfficeScapes
C-28		Upholstered Study Booth	OfficeScapes

KWHS FF&E OWNER'S MANUAL - QUICK REFERENCE TABLES


























<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
T-01		Student Folding Table	OfficeScapes
T-02		Meeting Folding Table	OfficeScapes
T-03		Instructor Desk	OfficeScapes
T-04a		Small Group Table	OfficeScapes
T-04b		Small Group Table	OfficeScapes
T-04c		Conference Table	OfficeScapes
T-04d		Conference Table	OfficeScapes
T-05		Project Classroom with Wood Top	OfficeScapes
T-06		Round End Table	OfficeScapes
T-07a		Round Table	OfficeScapes
T-07b		Round Cafe Table	OfficeScapes
T-08		Round Coffee Table	OfficeScapes
T-09		Teacher Lectern	OfficeScapes
T-10		Wood Shop Table	OfficeScapes
T-11		Retractable Monitor Computer Table	WY Office Products
T-13		Textiles Table	OfficeScapes
T-14		Stainless Steel Table	OfficeScapes
T-16a		Rectangular Table	OfficeScapes

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
T-16b		Rectangular Table	OfficeScapes
T-16c		Rectangular Table	OfficeScapes
T-16d		Rectangular Table	OfficeScapes
T-16e		Rectangular Table	OfficeScapes
T-17		Round Occasional Table	OfficeScapes
T-18		Puzzle Shape Table	OfficeScapes
T-20		Conference Table	OfficeScapes
T-22a		Cafeteria Table	OfficeScapes
T-22b		Cafeteria Table	OfficeScapes
T-25a		Lab Table	OfficeScapes
T-25b		Lab Table	OfficeScapes
T-29		News Anchor Desk	Gelbach Designs
T-30		Computer Table	OfficeScapes
T-31		Shop Table with Wood Top	OfficeScapes
T-32a		Machine Table	OfficeScapes
T-32b		Machine Table	OfficeScapes
T-33		Security Kiosk	OfficeScapes

























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STORAGE

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
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S-01		Shelving	OfficeScapes
S-02		Shelving	OfficeScapes
S-03		Shelving	OfficeScapes
S-04a		Metal Shop Shelving	OfficeScapes
S-04b		Metal Shop Shelving	OfficeScapes
S-05		Bookcase	Source Office
S-06		Vertical Bar Rack	OfficeScapes
S-07		Vertical Sheet Storage	OfficeScapes
S-08		Paint Cabinet	OfficeScapes
S-09		Paint Cabinet	OfficeScapes
S-10		Shelving	OfficeScapes
S-11		Lateral File Cabinet	Source Office
S-12		Lateral File Cabinet	Source Office
S-13		Art Room Flat File	Source Office
S-14		Lateral File Cabinet	Source Office
S-15		Fire Safe	Source Office
S-16a		Trash Can	OfficeScapes
S-16b		Recycling Bin	OfficeScapes
S-17		Trash Can	OfficeScapes
S-18		Trash Can	OfficeScapes
S-19		Recycling Bin	OfficeScapes
S-20		High-Density Shelving	Improve Group
S-21		High-Density Shelving	Improve Group
S-22		Shelving	OfficeScapes
S-23		Shelving	OfficeScapes
















<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
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S-24		Bookcase/File Cabinet Combo	Source Office
S-25		Lateral File Cabinet	Source Office
S-26		Vertical File Cabinet	Source Office
S-27		Percussion Workstation	OfficeScapes
S-28		Music Chair Cart	OfficeScapes
S-29		Music Equip Cart	OfficeScapes
S-30		Music Sorting Rack	OfficeScapes
S-40		Uniform Cabinet	OfficeScapes
S-41		Uniform Cabinet	OfficeScapes
S-42		Uniform Cabinet	OfficeScapes
S-43		Pallet Shelving	OfficeScapes
S-44		Paint Cabinet	OfficeScapes
S-45		Tool Storage Cabinet	OfficeScapes
S-46		Bookcase	Source Office
S-47		Garment Rack	OfficeScapes
S-48		Vertical Sheet Storage	OfficeScapes
S-49		Admin Supply Storage Cabinet	Source Office
S-50		Stackable Chair Cart	OfficeScapes
S-51		Cafeteria Table Cart	OfficeScapes
S-52		Classroom AV Storage Cabinet	OfficeScapes
S-53		Vertical File Cabinet	Source Office
S-54		Filing Island Worksurface	Source Office
S-55		Student Medicine Storage Cart	OfficeScapes
S-56		Small Device Wall Bracket	CPU VentureTech

KWHS FF&E OWNER'S MANUAL - QUICK REFERENCE











SPECIALTY EQUIPMENT





ITEM #		DESCRIPTION	VENDOR
E-01		American Flags	Allied Products
E-06		Gym Floor Cover	School Specialty
E-07		Gym Floor Cover Cart	School Specialty
E-10		Wrestling Mat	Resilite
E-18		Tool Cabinet	OfficeScapes
E-20		Studio Light Hanger	BackDrop
E-30		AV Package	CPU VentureTech
E-40		Music Stand Storage	OfficeScapes
E-44		Choral Risers	OfficeScapes
E-46		Music Shell	OfficeScapes
E-50		AED Device	AED Superstore
E-63		Tool Cabinet	OfficeScapes
E-77		Glue Bench	OfficeScapes
E-96		Dual Whirlpool Bench	School Specialty

ITEM #		DESCRIPTION	VENDOR
E-97		Modular Taping Table	School Specialty
E-98		Treatment Table	School Specialty
E-110		Power Tower	OfficeScapes
E-120		Cash Drawer	Source Office
E-128		Bass Rack	OfficeScapes
E-148		Goggle Sanitizer	OfficeScapes
E-149		First Aid Cabinet	OfficeScapes
E-152		Water Distiller	(ordered direct)
E-170		Oil Storage	(ordered direct)
E-180		Privacy Screen	OfficeScapes
E-190		Art Room Painting Fume Mitigation	Sentry Air Systems
E-201		Interactive Projector	CPU VentureTech
E-205		Commercial Monitor with Tilt Bracket	CPU VentureTech
E-206		Ceiling Bracket for TV	CPU VentureTech
E-300		Portable Stage	OfficeScapes

KWHS FF&E OWNER'S MANUAL - QUICK REFERENCE

SPECIALTY EQUIPMENT

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
E-400a		High-Density Athletic Storage Cart	OfficeScapes
E-400b		High-Density Athletic Storage Cart	OfficeScapes
E-400c		High-Density Athletic Storage Cart	OfficeScapes
E-400d		High-Density Athletic Storage Rack	OfficeScapes
E-401		Mat Storage	TW Promotions
E-402		Cheerleading Floor Mat	Bush-Wells
E-403		Mat Transporter	TW Promotions
E-503		Plant Display	(ordered direct)
E-504		Greenhouse Bench	(ordered direct)
E-505		Mobile Plant Display	(ordered direct)

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
E-513		Window Shade Cloths	(ordered direct)
E-515		Cattle Mat	(ordered direct)
E-600		Orchestra Pit Cover	OfficeScapes
E-700		Book Cart	OfficeScapes
E-701		Book Cart	OfficeScapes
E-702		Projector Cart	OfficeScapes
E-801		Scorer's Table	OfficeScapes
E-802		Team Chair Storage	OfficeScapes
E-992		Tool Cabinet	OfficeScapes
E-993		Tool Board Display	OfficeScapes
E-994		Chisel & Hacksaw Holder	OfficeScapes
E-995		Tool Storage Peg	OfficeScapes

KWHS FF&E OWNER'S MANUAL - QUICK REFERENCE

WORKSTATIONS

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
W-01		Teacher Planning Desk	Source Office
W-02		Private Office Desk	Source Office
W-03		Private Office Desk	Source Office
W-04		Group Office Desk	Source Office
W-05a		Principal Office Desk	Source Office
W-05b		Principal Office Credenza	Source Office
W-06		Group Office Desk	Source Office
W-07		Group Office Desk	Source Office

KWHS FF&E OWNER'S MANUAL - QUICK REFERENCE

APPLIANCES

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
A-01		Refrigerator	Cost Plus
A-02		Refrigerator with Integral Ice Machine	Cost Plus
A-03		Electric Range	Cost Plus
A-04		Dishwasher	Cost Plus
A-05		Dryer	Cost Plus
A-06		Washer	Cost Plus
A-07		Ice Maker	Bargreen Ellingson
A-08		Ice Maker	Bargreen Ellingson
A-09		Coffee Maker	Bargreen Ellingson

<u>ITEM #</u>		<u>DESCRIPTION</u>	<u>VENDOR</u>
A-10		Coffee Maker	Bargreen Ellingson
A-11		Coffee Maker	Bargreen Ellingson
A-12		Microwave	Cost Plus

OFFICESCAPES

WARRANTY INFORMATION

WARRANTY START DATE: AUGUST 2016



Kelly Walsh High School

Natrona County Schools

Customer Care Package

Order Numbers:

230967



Thank you for choosing OfficeScapes to provide your furniture needs. In order to ensure that you receive the maximum life from your furniture, it is important that you take appropriate care of it. We are here to help. OfficeScapes represents some of the finest manufacturers in the world. Unfortunately even the best can have an occasional issue.

Attached are the warranties from the various manufacturers we used to meet your furniture needs. OfficeScapes is here to assist if you have a warranty issue. We will contact the manufacturer on your behalf, evaluate the issue and assist in the order of replacement parts. We may need your help in obtaining digital photos for the manufacturer. Please note that most manufacturers only cover replacement parts not labor. During the first 4 years after installation OfficeScapes will provide any labor needed to remedy a manufacturer warranty issue at no charge to you. Also attached is a service request form which helps both of us gather the information needed to promptly address a problem. Please copy as needed.

Your Customer Care Specialist responsible for resolving 'punch list' (outstanding issues found during your final walk through), service and warranty issues is:

Punch List Coordinator
Dawn Pirtle
719-433-7309
dpirtle@officescapes.com

Please contact us with any questions you have regarding the status of your punch. To keep you current about the status of your punch, you will receive your first update via e-mail within 3 business days. Then, you will be updated weekly with a current status of any outstanding issues until all items are resolved. Please share this information with others in your facility as needed. OfficeScapes wants to minimize any future disruption of your facility so we will work closely with you to consolidate as much work as possible in to a single return trip.

Again, thank you for choosing OfficeScapes

Kate Boyle
OfficeScapes School Division
Territory Manager
(719) 433-7342
kboyle@officescapes.com

OfficeScapes Extended Warranty

OfficeScapes will repair or replace product, at its option and free of charge including labor, any product purchased under through OfficeScapes that fails under normal use as the result of a defect regardless of the manufacturer's warranty. This warranty applies from the date of invoice and is valid for four (4) years, only to the original purchaser.

Exceptions:

- Electronic or electrical products or components which shall be covered by a one year warranty

Exclusions:

This warranty does not apply to product failure resulting from:

- Failure to maintain products according to the manufacturer's instructions and guidelines
- Abuse, Misuse, or Accident
- Alteration or modification of the product

After the expiration of the above warranty, OfficeScapes will assist the customer in handling claims against any remaining manufacturer's warranty period. OfficeScapes shall not be liable for consequential or incidental damages arising from any product defect.





Furniture Care and Maintenance

Care of Seating Products

Basic maintenance should be done on your chair's upholstery, finishes, controls, base, and other moving parts once a year - and more frequently if the chair is subjected to heavy use.

Cleaning painted, plastic, and vinyl and chrome surfaces

Clean frequently. Apply household cleaner (such as Fantastik® or 409®) and wipe dry with a clean, soft cloth. For more stubborn chrome marks, use a non-abrasive chrome cleaner. On high-gloss, smooth plastic finishes, use a light rubbing compound (such as Turtlewax® rubbing compound) to polish minor surface marks.

Cleaning wood finishes

Wood products are protected by a stain-resisting finish. For normal cleaning, wipe surface with a soft, damp (not wet) cloth. Do not use any types of cleaners or Household wax product (Pledge, etc.) on your wood furniture.

Maintaining upholstery for Seating and Panels

Use a vacuum cleaner for regular cleaning. Periodic professional cleaning is recommended as follows: Seating – once a year Panels – once every 2 to 3 years.

Maintaining leather upholstery

Dust occasionally with a clean, dry cloth. Most stains can be removed by applying a mild soap to a damp cloth, working up thin suds, then rubbing it gently over the stain. Rinse with a clean damp cloth then wipe dry. Never use furniture polishes, oils, varnishes or ammonia on leather. Some cleaning products may cause discoloration and should be tested in an inconspicuous area before using.

Cleaning chair glides

When chairs with glides are used, the glides should be cleaned of dirt and waxed regularly to avoid build-up. Apply household cleaner and wipe dry with a clean, soft cloth.

Please see our Furniture Services Brochure from our Service Department for more information.



CUSTOMER SERVICE REQUEST				
ORG ORDER NO.		DATE:		
Customer Name:				
Address:				
City:		State:	ZIP Code:	
Contact:		Email/Phone number:		
NATURE OF PROBLEM				
Furniture Item:		Quantity:		
Furniture Item:		Quantity:		
Problem:				
Model#:		Acknowledgement#	Other Information:	
Manufactured Date:		Color:		
SERVICE DETAILS (SERVICE TECH USE ONLY)				
Service Rendered:				
Other Defects found on inspection:				
Events: (Date & Time)		Start of Service:	End of service:	
Order Part for Customer:		Warranty Part for Customer:		
Order Part for Stock:		Warranty Part for Stock:		
QTY	NUMBER	PART DESCRIPTION		LIST PRICE
COMMENTS:			SUB TOTAL	
			TAX	
			LABOR	
			TOTAL	
SERVICE TECH:		Date:		

The warranty information below is effective on all Artcobell products for orders manufactured after January 1, 2014. For warranty information concerning orders placed prior to January 1, 2014, please refer to the warranty information contained in the published price list of the corresponding year. For additional information relating to warranty, please contact your Customer Service Representative.

Effective January 1, 2014

Artcobell warrants to the original purchaser that its products are free from defects in material and workmanship under normal classroom or commercial use for as long as the life of the product, except as set forth below.

During the warranty period, Artcobell will replace, or at its option, repair locally, repair at its factory, or return the purchase price of any Artcobell brand product manufactured after January 1, 2014 that, upon inspection by Artcobell, is determined to be defective in material or workmanship.

This warranty is subject to the following provisions:

Some natural variations occurring in polypropylene material or other natural materials are inherent to their character and are not considered defects. Artcobell does not warrant the colorfastness or matching of colors, grains, or textures of these materials. Customer's Own Material (COM) selected by and used at the request of an original purchaser is not warranted.

Our products are intended for interior use — exterior use of them will void the warranty.

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

- Seating controls, glides, pneumatic cylinders, casters, chroming and polymer-based components and foam – 3 years
- User-adjustable work surface mechanisms, tablet arm mechanisms, lounge products, occasional tables, seating upholstery fabrics and vinyls, and other covering materials – 3 years

This warranty does not apply to:

- Normal wear and tear
- Damage from environmental factors
- Damage from sharp objects (e.g., writing utensils, heeled shoes, scissors, jewelry, and keys)
- Damage from accident, alteration, misuse, or improper installation or maintenance
- Modifications or attachments to the product not approved by Artcobell
- Products used for rental purposes
- Damage caused by the carrier in-transit, which is handled under separate terms
- Third-party products – Artcobell, to the extent possible, will pass through to the original purchaser (and process claims under) any warranty provided by third-party products supplied to Artcobell.
- All warranty claims are to be made in writing by the original purchaser. The original purchaser may be required to produce the invoice or other evidence to establish that a claim is within the warranty period.

To the extent allowed by law, Artcobell makes no other warranty, either expressed or implied, including any warranty or merchantability or fitness for a particular purpose. Artcobell is not liable for any consequential or incidental damages. This warranty contains the original purchaser's exclusive remedy.

Your Artcobell Dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty, please contact your Artcobell Dealer.

**Warranty**

Arcadia products are guaranteed against defects in material and workmanship for a period of ten (10) years from the original invoice date. Pneumatic lifts, tilting mechanisms and casters are warranted to be free from defects in materials and workmanship for a period of four (4) years. Fabrics are warranted to be free from defects in materials and workmanship for one (1) year or the extent the manufacturer of fabric will warrant further, whichever is greater. Customer's own material, (COM/COL), are not included in this warranty.

This warranty does not include defects from normal wear and tear. Normal wear and tear is defined as single shift service, (8 hours per day), five days per week. For multiple shift applications, (i.e. use in excess of 8 hours per day), the warranty period is reduced to five years. Arcadia assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration or neglect use of the product.

The warranty provisions set forth above are expressly in lieu of all other warranties, express, statutory or implied in fact or by law, and all remedies against. There are no implied warranties of merchantability or fitness for a particular purpose made by Arcadia in connection with the sale or use of any such article of furniture.

If a defect in material or workmanship has occurred, Arcadia reserves the right to determine if the problem has occurred under normal use. The defective product will be repaired or replaced at the option of Arcadia, free of charge to the customer.

Warranty claims should be submitted, in writing, with a detailed explanation of the occurrence to Arcadia's Customer Service Department.



BRETTFORD®

PRODUCT WARRANTY

Bretford Manufacturing, Inc.® (“Bretford”) designs and manufactures its products to provide dependable operation. Therefore, Bretford warrants to you, the end-use purchaser, that all products it manufactures shall, under their normal intended use in accordance with Bretford published guidelines, be free from defects in material or workmanship for the warranty periods set forth below. Warranty periods commence on the documented date of purchase, or if such documentation is not provided, then on the date of manufacture. Any product which under its normal intended use fails to function within the applicable warranty period and is found defective in material or workmanship by Bretford, will at the option of Bretford be either repaired or replaced with the same or a functionally equivalent product without charge to you. To the extent permissible, this Warranty is governed by and shall be construed under, the laws of the State of Illinois, and is not assignable.

Standard Warranty Period

Twelve (12) years

Warranty Period Exceptions

Twenty (20) years

- Bretford Library Furniture

Five (5) years

- Bretford Wood Library Chairs
- Soft Seating Foam *(This does not include softening and/or flattening of the foam that occurs as a result of normal use and/or aging, which are excluded.)*

Three (3) years

- Electrical Components in Mobility Cart™ products
- Electrical and Data Components in Link™ carts
- Electrical Components in Pulse™, Focus and Core™ products
- Electrical and Data Components in PowerSync Cart® and PowerSync Tray® products
- Electrical and Data Components in PowerSync+™ Carts and Stations
- Electrical Components in PureCharge™ Carts and Stations
- Electrical Components in PowerRack® products
- PowerSync D20®

Two (2) years

- PowerSync Roller® products

One (1) year

- Speakers and Switches
- Gas Shock Assemblies
- Electrical Components in EXPLORE® products
- Electrical Components in MOTIV™ products
- Electrical Components in Plus products
- Electrical Components in Bretford Basics® products

FOR MORE INFORMATION

11000 Seymour Avenue | Franklin Park, Illinois 60131 USA | 800-521-9614

BRETTFORD.COM

Bretford, B design, Mobility Cart, Link, Pulse, Core, PowerSync Cart, PowerSync Tray, PowerSync+, PureCharge, PowerRack, PowerSync D20, PowerSync Roller, MOTIV, Basics, and EXPLORE are trademarks or registered marks of Bretford Manufacturing, Inc. Patents Pending. ©2015 Bretford Manufacturing, Inc. All rights reserved. All other referenced product names and logos are trademarks of their respective owners.

Effective: 05/14/2015



Bretford Customization Services

Products developed by Bretford Customization Services (BCS) will have the warranty period set forth in the applicable Statement of Work ("SOW") and will follow the warranty terms set forth in this Limited Warranty unless otherwise specified in the SOW.

Soft Seating Fabric/Leather

Warranty of fabric and leather offered as part of the Bretford Grade-In program is dictated by the materials manufacturer and passed on accordingly. Therefore they are not covered by this Limited Warranty. Customer owned or supplied material is not warranted.

Warranty – Not Covered

This Limited Warranty does not cover product misuse, abuse, or any cosmetic damage. Bretford is not responsible for damage arising from failure to follow instructions, user guides, and other guidelines relating to the product's intended use. Bretford is not responsible for injury or loss caused by or associated with the installation and/or use of product in any manner other than in strict conformance with the instructions set forth in its installation manuals, supplemental assembly and installation instructions, technical bulletins and/or product literature. Bretford must be immediately advised in writing of any personal injury resulting from the use of its products.

In addition, Bretford does not warrant damages or defects to its products under the following conditions: an Act of God, unauthorized service or repair of the products, damage from electrical power problems, usage of parts or components not supplied by Bretford, unauthorized changes/alterations to the Bretford product including any repairs not performed by or authorized by Bretford, shipping damage (other than original shipment from Bretford if covered in the purchase order), failure to perform preventative maintenance, or damage caused by peripherals or software, vandalism or from other external sources.

Procedures for Warranty Repairs or Replacements

In the event that Bretford determines that a product defect is covered under this Limited Warranty, Bretford, at its sole discretion, shall either replace or repair the product. In such cases the labor costs associated with the repair of the product will be the responsibility of Bretford, provided that you follow these procedures. Bretford may direct you to return the product to Bretford for repair services or replacement, may arrange for on-site repair, or may direct you to a third party for the repairs. You must receive pre-approval by Bretford for the labor costs prior to repair of products under warranty. You must contact Bretford to obtain a Return Material Authorization (RMA) number for any product returned for service or replacement. An RMA number may be obtained by contacting Bretford Customer Care online or by telephone within your specific region. Contact information is available on the Bretford website bretford.com and as set forth below. Performance of any repair or replacement of a product under this Limited Warranty does not renew or extend the warranty period.

Non-warranty Repair

Products can become damaged or in need of repair through no fault of workmanship or material. Bretford Customer Care will attempt to assist customers, resellers or installer/integrators with possible solutions to product repairs not covered by this Limited Warranty. Repairs or replacements on products not covered by this Limited Warranty carry a 90 day limited warranty effective upon receipt or upon installation when the product is returned to service, subject to the terms hereof.



Warranty Limitations

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY AND TO THE GREATEST EXTENT ALLOWED BY LAW, BRETTFORD MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED REPRESENTATIONS, WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND NON-INTERFERENCE. BRETTFORD DOES NOT WARRANT THAT YOUR USE OF THE BRETTFORD PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD, TO THE GREATEST EXTENT ALLOWED BY LAW. THIS LIMITED WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTIFICATION, AND MAY NOT BE MODIFIED BY ANYONE OTHER THAN BRETTFORD.

EXCEPT AS PROVIDED IN THIS LIMITED WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, BRETTFORD IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE PRODUCT, OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED IN THE PRODUCT.

FOR CONSUMERS: SOME STATES (OR COUNTRIES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LAST, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME STATES (OR COUNTRIES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Making Warranty Claims

Warranty claims should be processed by the end customer contacting the Bretford Customer Care. Prior to contacting Bretford, please have ready the model number of the unit you are submitting for a claim and the serial number. The model number can be found on the Bretford label attached to the product

Model numbers can be found on the Bretford label on the underside of the product, on the warranty sticker.



Sample Warranty Sticker.



Bretford Customer Care

Bretford Customer Care can be contacted in one of the following ways:

Email: customerservice @bretford.com

Phone: +1-847-678-2545

US Toll Free Phone: +1-800-521-9614

Website: bretford.com, click on Chat Now

Additional Legal Rights for Consumers. If you acquired a Bretford product for personal family or household purposes, then as a “Consumer” these additional provisions apply to you:

- This Limited Warranty gives you specific legal rights and you may have other rights which vary from State to State (or by Province, Country or Jurisdiction for international consumers).
- Any rights under applicable consumer protection laws for the location in which you purchased your Bretford product or where you now reside, are in addition to your rights herein.

Australian Consumers

The rights described in this Limited Warranty are in addition to the statutory rights to which you may be entitled under the Competition and Consumer Act 2010 and other applicable Australian consumer protection laws and regulations. Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure. Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products. Warranty claims in Australia should be made to:

A.P. Technologies Pty Ltd

Unit 3A, 2 Aquatic Drive FRENCHS FOREST NSW 2086

Phone: 02-9452-6001

Email: sales@aptech.com.au

For Quebec Consumers

Residents of Quebec are governed by that province's consumer protection legislation.

For United Kingdom or Ireland Consumers

If a product is defective consumers may, in addition to any other rights which they may have under consumer law in the UK and Ireland, avail themselves of the rights contained in: for products purchased in Ireland: the Sale of Goods Act, 1893 (in particular Sections 12, 13, 14 and 15), the Sale of Goods and Supply of Services Act, 1980 and the European Communities (Certain Aspects of the Sale of Consumer Goods and Associated Guarantees) Regulations 2003 (S.I. No. 11/2003); for products purchased in the UK: the Sale of Goods Act 1979 (in particular Section 12), the Supply of Goods and Services Act 1982 (in particular Section 2) and the Sale and Supply of Goods to Consumers Regulations 2002.



TRUSTED PARTNER LIMITED-LIFETIME WARRANTY



Products are guaranteed against material defect and/or faulty workmanship from plan for the lifetime of the product. During this period Diversified Woodcrafts will replace or repair, at its discretion, any product that upon inspection, exhibits defects in material or workmanship. This warranty shall include the costs of replacement parts of materials, but does not include labor, or shipping costs for such. This warranty doesn't cover damage in transit or damage caused by misuse, abuse or faulty installation, color grain or texture of wood or other covering materials.

No other warranty is express or implied.

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ECA WARRANTY

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ECA Warranty Policy

ELECTRI-PAK Modular Electrical Products

- Electri-Pak products are warranted for a period of one year from the date of purchase.
- Electri-Pak products must be installed by a licensed electrician, in the manner it was intended to be used.
- This warranty is null and void in the case of abuse, uses outside its normal intended use, or field modifications made in any manner.

Power/Data Worksurface Products

- Work surface products are warranted for a period of one year from the date of purchase.
- This warranty is null and void in the case of abuse, uses outside its normal intended use, or field modifications made in any manner.



SERVICE

Order Tracking
Contact Customer Service
Careers
Returns/Exchanges

LOCATION

Electri-Cable Assemblies
10 Mountain View Drive
Shelton CT 06484

CONTACT US

Send an Email
Phone: 1-800-521-3175
Fax: 203-924-6687
Office Hours:
M-F 8:00AM - 5:00PM EST

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Article 11 – ([HTTPS://WWW.FATBOY.COM/LU/](https://www.fatboy.com/lu/))

Prices will not be raised in the webshop during the validity of an offer (for instance: a promotion) unless Fatboy must process a price change as a result of changing VAT tariffs.

Article 12 – Fulfilment of agreement and additional warranty

1. Fatboy warrants that the products fulfil the agreement and comply with the characteristics communicated by Fatboy and the then applicable legal standards.
2. All Fatboy ® products have a standard warranty term of 12 months.
3. Claims of warranty cannot be accepted in event of:
 - Normal wear and tear of prints on the material after a period of 6 months of purchase (like the dog bone on the Fatboy ® doggielounge);
 - Gradual decrease of the fillings' volume (EPS-pearls). This is a natural characteristic of EPS. You can claim warranty however within 12 months of purchase in event of normal use and considerable decrease of filling volume;
 - Water damage to products not advertised as waterproof. Outdoor products not advertised as waterproof must be stored indoors after use;
 - Any kind of damage as a result of repairs not executed by Fatboy or a third party appointed by Fatboy;
 - In the event changes or alterations were made to the products;
 - Improper maintenance;
 - In the event the product was used for other purposes not intended for the product;
 - Damage and discoloration as a result of intensive outdoor use. Fatboy advises to store outdoor products indoors after use.

[TOP](#)

Article 13 – Delivery and execution

1. Fatboy will undertake the greatest care in the execution of web shop orders.
2. Delivery takes place on the address you have communicated.
3. Fatboy will process and execute the web shop order as soon as possible and will comply with the communicated delivery times. In the event delivery is delayed or an order cannot be executed or only in part you will be notified as soon as possible. In this event you are



Fleetwood Group Furniture Full Lifetime Warranty

Fleetwood has long been known as the highest quality and reliability option in the school furniture market. Furniture from Fleetwood Group provides unparalleled life-cycle service. Based on our extensive manufacturing experience since 1955 we can offer you the following warranty:

The Fleetwood Group Furniture Full Lifetime Warranty is our assurance to you, the original owner, that when you purchase any of the full line of Fleetwood made-in-the-USA furniture – from early learning, to student tables, to mobile cabinets, to library, to administration, to technology, to science room, to Illusions™ mobile case goods, to Harmony™ instrument storage, to Learning Walls™ – it will be free from defective material or workmanship for the life of the product.

In the unlikely event that any Fleetwood furniture product or component covered by the *Fleetwood Group Furniture Full Lifetime Warranty* fails under normal use as a result of defective material or workmanship, Fleetwood Group promises to repair it. If we are unable to repair it, we will replace it with comparable product.

What does the *Fleetwood Group Furniture Full Lifetime Warranty* cover?

This warranty covers product manufactured after January 1, 2012. All Fleetwood Group furniture product lines, materials, and components are covered by the *Fleetwood Group Furniture Full Lifetime Warranty* with very few exceptions. Those exceptions fall into one of two categories:

Things Covered by the *Fleetwood Group Furniture 15-Year Warranty*:

The specific items listed below are covered by the *Fleetwood Group Furniture 15-Year Warranty*:

- Electrical components (fans are not covered)
- Laminate surfaces
- Veneer Surfaces
- Epoxy Surfaces

Things NOT covered by a Fleetwood Warranty:

There are some exclusions to the *Fleetwood Group Furniture Full Lifetime and 15-year warranties*:

- Customer specified materials not ordinarily provided by the Fleetwood Group.
- Customer specified accessories not ordinarily provided by the Fleetwood Group.
- Components that carry their own limited warranties.
- Color-fastness or matching of colors, wood grains, or textures occurring in wood or other materials that naturally exhibit inherent color and texture variations.
- Modifications or attachments to the product that are not approved by the Fleetwood Group and product failures resulting from any such modifications.
- Normal product wear and tear, which is to be expected over the course of ownership.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Products used for rental purposes.

What do I do if I think I have a covered warranty issue?

Our Fleetwood Group dealers are our partners in providing you full sales and service support. Your first call is to your Fleetwood Group furniture dealer. If you are unsure who your dealer is, please contact the Fleetwood Group Customer Care Specialists at 800-257-6390.

We are delighted to have you as a customer! It is our goal that you are fully satisfied with your Fleetwood Group furniture and enjoy long reliable use. This warranty seeks to assure you that we will stand behind the products we provide. Thank you for your business!

PLEASE NOTE: AS AN OWNER OF FLEETWOOD GROUP PRODUCTS, THE WARRANTY AS OUTLINED HERE IS YOUR SOLE AND EXCLUSIVE REMEDY. TO THE EXTENT ALLOWED BY LAW, THE FLEETWOOD GROUP, INC. MAKES NO OTHER WARRANTY, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE FLEETWOOD GROUP, INC. WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

GENERAL ORDERING INFORMATION

Direct all orders to:

INTEGRA, INC.

PO BOX M
807 Wisconsin Street
Walworth, WI 53184
(800) 235-0234 (262) 275-2161 (262) 275-3614 FAX
customerservice@integraseating.com

When placing an order, please be sure to include ALL of the following:

- Your Company Name, Address, Telephone, Fax and Email Address
- Contact Person for Order
- Purchase Order Number, Bill To Address, Ship to Address, Order Date
- Quantity
- Product Code/Number
- Product Description
- Selected Options
- Fabric: Pattern and Color
- Wood Species
- Wood Finish
- Line Drawings for System Orders
- Requested Ship Date
- Any Special Instructions

ORDERS & ORDER CONFIRMATION:

Orders may be received via fax, mail or emailed to customerservice@integraseating.com. Acknowledgments will be faxed or emailed. Changes in the ship to address after order entry will incur additional charges.

CHANGE ORDERS AND CANCELLATIONS:

Written changes on orders or cancellations of orders will only be accepted within 48 hours after receipt of order.

PRICES:

Published prices are LIST, F.O.B. destination on shipments over \$7,500 List and within the Contiguous U.S. Shipments under \$7,500 List will incur a \$250 net freight charge. Integra prefers to ship furniture set-up at the factory and blanket-wrapped. In certain instances, furniture will be packaged in cartons and shipped; cartoning charges may apply.

Prices do not include:

- storage or insurance charges
- sales or other taxes
- multiple deliveries, uncartoning, assembly, or installation

TERMS OF PAYMENT:

Orders require prepayment upon placement of original order, balance required prior to shipment. Terms for accredited customers are NET 30. Integra may request advance payment at any time. A service charge for any special handling may be assessed. A service charge of 1.5% per month will be assessed on unpaid balance of all past due accounts.

RETURNS:

No returns of furniture will be accepted without our written consent and shipping instructions. Special order items are not subject to return.

DESIGN AND SPECIFICATIONS

Integra reserves the right to alter our product design for the purpose of construction improvement, change the price, dimensions or design of the products listed without notification. All dimensions shown are approximate. If critical specifications are required, please consult the factory.

GENERAL PRODUCT SPECIFICATIONS:

Integra's products listed in this contract price list include these features:

- High Resilience Foam in All Seat Units
- DuPont's Dymetrol is the Suspension System in All Seat Units
- 16 Gauge Steel Tubular Inner Structure and Assembly Patented to Integra
- All Integra Bariatric products will pass a 1,000 lbs or 1,200 lbs drop test (2,000 lbs static load) depending on product series
- Product specifications for all product lines are available upon request.

LIFETIME WARRANTY:

Products manufactured by Integra after October, 1 2007 are warranted to be free of defects in material and workmanship under normal use for the lifetime of the product. Product must be properly assembled, maintained and in use by its original owner. Under the warranty, the obligation of Integra is limited to the repair or replacement of such furniture. Damage in transit or by negligence, abuse, abnormal usage, misuse, accidents or alterations nullifies the warranty.

As Buyer's sole remedy under this warranty, Integra, at its option, will repair or replace damaged parts at no charge to the original owner of record provided the replacement or return has previously been authorized by Integra under terms of this warranty. Normal aging and wear of fabrics, filling materials, and finishes are excepted from this warranty. Any labor charges incurred will be at the Buyer's expense. It is expressly agreed that this remedy of repair, replacement or credit, at Integra's option, is Buyer's exclusive remedy under this warranty. In no event shall Seller be liable for consequential damages.

All other express or implied warranties made by any sales representative, or agent, or other representative, including any warranty of merchantability or fitness for a particular use, are hereby excluded. A-Chairs carry a 10 year warranty. Electric Power Ports carry a one year warranty.

FABRICS:

In order to fit the wide range of our customer's needs, Integra currently has partnerships and graded-in programs with these textile companies:

Anzea	www.anzea.com	877.862.6932
Arc-Com	www.arc-com.com	800.223.5466
Architex	www.architex-ljh.com	800.621.0827
CF Stinson	www.cfstinson.com	800.841.6279
DesignTex	www.dtex.com	800.221.1540
LDI	www.ldisolutions.com	866.332.0700
Maharam	www.maharam.com	800.645.3943
Mayer	www.mayerfabrics.com	800.428.4415
Momentum	www.themomentumgroup.com	800.366.6839
UltraFabrics	www.ultrafabricsllc.com	877.309.6648

For a listing of the current graded-in fabrics and grades, visit our website at www.integraseating.com/fabrics.html



INTERIOR SYSTEMS, INC.
THE BEST QUALITY IN THE BUSINESS



TAKE A CLOSER LOOK.

COMPARE THE QUALITY. WE STAND BEHIND OUR PRODUCTS, GUARANTEED.

**10 YEAR WARRANTY ON CHAIR FRAMES, FIBERGLASS,
STEEL SUPPORTS AND SOLID SURFACES IN SCHOOLS**

cs@isiamerica.com | 800.837.8373





INTERIOR SYSTEMS, INC.

THE BEST QUALITY IN THE BUSINESS

10 YEAR COVERAGE

CHAIR FRAMES

FIBERGLASS PRODUCTS

BOOTH SEATS, CHAIR SEATS, TABLES

STEEL SUPPORTS

BOOTH FRAMES, CORED STEEL, STRUCTURAL STEEL

SOLID SURFACES

COUNTER TOPS, TRAY SLIDES



5 YEAR COVERAGE

POWDER COAT, PAINTS, STAINS

POWDER COAT FINISHES, PAINTED WOOD/SUBSTRATES, STAINED WOOD

MISC. METAL COMPONENTS

METAL CUTOUTS, QUEUE LINE RAILINGS, DECORATIVE RAILINGS

FABRIC/UPHOLSTERY PRODUCTS

BOOTH SEATS, CHAIR SEATS, BOOTH BACKS, SETTEES

HARDWARE

SWIVEL MECHANISMS, GLIDES, CASTORS, PULLS/HANDLES, HINGES

LAMINATED PRODUCTS

TABLES, TRASH UNITS, COUNTERTOPS, HALFWALLS, SOFFITS

TILE

ART & SIGNAGE

SUBSTRATES, GRAPHICS

LIGHTING

ELECTRONICS (TELEVISIONS, DVD PLAYERS): MANUFACTURER'S WARRANTY

Limited Warranty. ISI warrants that the products sold will be free from material defects in workmanship and materials under normal use and service. There is no warranty in cases of negligence, abuse, abnormal usage, misuse, accidents, damage due to environmental or natural elements, failure to follow ISI's instructions or improper installation, storage or maintenance.



PRODUCT WARRANTY STATEMENT

Most Lyon products are warranted against defects in materials and workmanship for the life of the product when used in accordance with Lyon's specifications and/or operating instructions. This warranty applies to the original purchaser only and the purchaser's sole remedy under this warranty is limited to the repair and replacement of the products and specifically excludes consequential, incidental or other damages directly or indirectly resulting from failure or loss of use of, or by, Lyon products. Damage from deliberate destruction and vandalism is excluded. The following items are warranted as stated.

Steel Lockers:

material and workmanship for the life of the product, when used in accordance with manufacturer's specifications and/or operating instructions.* (This warranty applies to the original purchaser only, and purchaser's sole remedy under this warranty is limited to replacement or repair of the product and specifically excludes consequential, incidental or any other damages directly or indirectly resulting from failure or loss of use of Lyon products).

* Lock warranties limited.

Ergonomic Seating:

Under normal conditions, Lyon Ergonomic Chairs are warranted against manufacturer's defects, when cared for properly, for a period of 7 years. This warranty applies to a 40-hour work week by persons weighing no more than 250 pounds. For two-shift operations, the warranty is for 5 years and for three-shift operations the warranty period is 2-1/2 years. Ergonomic sit-stands are warranted for 5 years.

Lyon Modular Drawer Cabinets:

See MDC Product Warranty

Other Products:

Ergonomic workbenches and tool storage systems are warranted for 1-year against defects in materials and workmanship.

TERMS AND CONDITIONS • JULY 1, 2015 SPECIFICATIONS AND PRICE LIST

Cash Terms: Net 30 days. A service charge of 1% per month will be assessed on all past due accounts. Custom orders will require a deposit in advance.

First orders by new accounts will be on VISA, MasterCard, Discover, American Express or check in advance. Open accounts may be established upon submission and approval of three trade references and bank information.

Custom Orders: All custom orders require a 50% non-refundable deposit of the total quoted price. The order will not be processed until the deposit is received.

Non-Stock Orders: All orders for items that are not in stock may require a 50% non-refundable deposit at time of order placement. The order will not be processed until the deposit is received.

Large Orders: Orders over \$10,000 net may require a 25% deposit at time of order placement.

Mail, E-Mail and Fax Orders: Mail, E-mail, and fax are the only acceptable methods of placing orders. If a confirming order is sent, it must be marked "CONFIRMING ORDER". Duplicate orders not marked "CONFIRMING ORDER" are the responsibility of the buyer.

Order Acknowledgement: Magnuson Group will confirm the buyers purchase order.

Delays in Delivery: Magnuson Group will not be held liable for failure to ship or deliver on or by any particular date.

Freight Classification: Classification can vary greatly based upon what and how much is ordered.

Freight Terms: F.O.B. Woodridge, Illinois. Freight charges are prepaid and added to invoice at time of shipment unless 3rd party billing is specified on the order.

Quick Ship Program: Items/colors in **bold print** ship in 5 working days. Quantity is limited to 10 units or less. Quickship items must be on separate P.O. form from standard lead time items.

Title to Merchandise: Once Magnuson Group delivers the product to the carrier, title to the merchandise and risk of loss passes to the buyer. We are not responsible for loss or damage during transit. All freight claims are the responsibility of the purchaser or consignee.

Shipping Damage/Shortage Claims: All shipments should be inspected carefully on delivery, and any apparent damage or shortages noted as exceptions on all copies of the delivery receipt. Notification of shortages or concealed damage must be made to the delivering carrier within 3 days of receipt.

Claims of either visible or concealed damage should be presented without delay to the carrier by the consignee.

Shortage Claims: Shortage claims reported 30 days beyond shipment date will not be honored.

Routing: UPS or Federal Express Ground will be used where size and weight restrictions allow. On larger shipments common carrier will be used.

Order Changes: Changes to orders in process are subject to approval and to the same conditions as cancellations.

Cancellations and Returns: Orders in any stage of processing and production may not be cancelled without authorization in writing from Magnuson Group and may be subject to a 50% cancellation fee. If a return is authorized, a minimum restocking charge of 30% will be incurred, return freight pre-paid. Returned goods must be unused and packaged in original cartons within 90 days of original shipping date. Custom orders cannot be returned. Credit will be issued subject to inspection by our receiving department.

Price and Design Changes: All prices are subject to change without notice and prices in effect at time of shipment will prevail. Magnuson Group reserves the right to improve product design, construction and quality without notice. EZ Freight program is subject to change without notice.

Warranty: All products and parts are warranted against defects in material and workmanship for the period of (2) years after shipment. Warranty is void if product is damaged through accident, improper use, abuse, or alteration.

Limitation of Liability: Magnuson Group's liability for any and all losses and damages to buyer resulting from any cause shall be limited only to the replacement or the repair of the product.



Advantage!
www.gsaAdvantage.gov

GSA-We are a multiple contract holder with GSA. Please contact us for information.



E-Z FREIGHT PROGRAM

Magnuson Group now offers two options for calculating freight charges.

Option One: Calculate your freight charges using E-Z Freight as follows: Add 8% of the **total order list price** for all products to calculate the freight charge.

Example: 3 OR4A @ \$644.00 = \$1,932.00
1 DS4H @ \$215.00 = \$215.00
\$2,147.00

Total List: \$2,147.00 x 8% = **\$171.76**

Enter this amount on your order as E-Z Freight.

If E-Z Freight is not noted on your Purchase Order, actual freight will be charged. E-Z Freight applies to the 48 continental states only. Your order must be at least \$200 list to use this program.

A minimum charge of \$145.00 for truck shipments applies.

E-Z Freight calculations are for normal dock delivery only and do not include accessorial charges, such as "Call Before Delivery", "Inside Delivery", etc. which will be billed in addition to the E-Z Freight charges. Contact Customer Service for more information.

Option Two: Contact Customer Service at 800-342-5725 for a freight quote. Note the freight amount on your purchase order.

UPS and UPS in shield design are registered trademarks of United Parcel Service of America, Inc. Used by permission.

Martin Brattrud

WARRANTY

Martin Brattrud warrants its lounge seating frames to be free from defects in materials and workmanship (single shift business day) for a period of five years from date of delivery.

During the warranty period Martin Brattrud will repair or at its option, replace free of charge, products that are proven to be defective.

This warranty does not apply to damage resulting from accident, alteration, misuse, tampering, negligence or abuse. Wood furniture is made of naturally variable raw materials. Differences in grain characteristics and color among wood species are naturally occurring variations and are not within the control of Martin Brattrud nor considered defects included in this warranty.

COM Textiles and COL Leathers are not warranted. Martin Brattrud leathers are not warranted against fading, wear or marking since it is beyond Martin Brattrud's control.

Limited Lifetime Warranty

National warrants that each piece of furniture will be free from defects in workmanship given normal use and care for as long as you, the original customer, owns and uses the product.

Normal use is defined as the equivalent of a single shift, 40 hour work week. In the event that a product is used more than normal use, the applicable warranty period will be reduced to 12 years and items that fall under different warranty limitations, as listed below, will be reduced to one-third (ex: Wood chair frames will be 4 years instead of 12 years). National, at its option, will repair or replace with comparable product any product, part or component shipped after September 1, 2000, if the claim is eligible under the conditions of this warranty. This warranty is valid only if the product is given proper care and maintenance.

Limitations

Twelve Years	Wood Chair Frames
Ten Years	Seating Controls, Wood Veneers and Laminates
Five Years	Mechanical and High Wear Parts Such As: Electrical Components, Polymer Based Components, Pneumatic Cylinders, Swivel Arm Pads, Casters, Chair Glides, Textiles, Foam, Covering Materials and Decorative Trim

Exclusions

This warranty does not apply to:

- Damage caused by a carrier
- Normal wear and tear which is to be expected during the period of ownership
- Appearance, durability, quality, behavior, colorfastness or any other attribute of COM (Customer's Own Materials) or any other non-standard National material (including Arc-Com, Stinson, Maharam, Momentum, and Ultrafabrics) specified by the customer after application to a National product
- Color, grain or texture of wood, laminate and other covering materials
- Non-compliance with installation and maintenance instructions
- Electrical grommets where the box has been opened
- Damages or failures resulting from modifications, alterations, misuse, abuse or negligence or improper care and maintenance of our products

NOTE: If using a protective glass top, always place felt spacer pads under the glass to allow the wood to breathe. A glass addition has the potential to accentuate deflection.

Gotcha™ 24 Hour Use Seating

Warranty on Gotcha 24 Hour Use models is 5 years from date of purchase for seating controls and pneumatic cylinders and 2 years from date of purchase for casters, textiles and foam.

Engineer-to-Order Products

National warrants all Engineer-to-Order products to be free from defects in workmanship given normal use and care for 3 years of single shift service.

Finish Warranty

Minor variations in finish color may occur due to the unique texture and grain of wood.

Follow these procedures to process warranty issues:

1. Contact National Customer Service (800.482.1717) and provide them with the serial number from the product in question and the purchase order number or acknowledgement number and a detailed description of the warranty issue. **Serial numbers are mandatory before the claim can be processed.**
2. Customer Service will determine and pre-approve all resolutions to the claim such as replacement units, service parts, labor and repair charges. Upon approval, resolutions will be assigned an authorization number.
3. The authorization number must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of National.

As the manufacturer of your furniture, we stand behind our craftsmanship and pledge to do everything we can to resolve any problems you may have within the terms of this warranty as quickly as possible.

There are no other warranties except as expressly set forth here, either expressed or implied including any warranty of merchantability or fitness for any particular purpose. We exclude and will not pay consequential or incidental damages under this warranty.

National Office Furniture
1205 Kimball Boulevard
Jasper, Indiana 47549
800.482.1717
Fax 812.482.8800
www.NationalOfficeFurniture.com



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Our Lifetime Written Warranty

Southern Aluminum noticed in 1988 that the company's folding/banquet tables and other products had never experienced structural integrity or quality problems since the company began. It was at that time that Southern Aluminum confidently introduced the Lifetime Written Warranty which is still the market's leading statement of quality and durability. Southern Aluminum still stands by this warranty today.

Southern Aluminum's expertise in design and manufacturing has always set the highest standards in our markets and we want you to be confident in our time-tested and proven products. We guarantee our products under normal use and conditions for as long as you own them. We value your investment in Southern Aluminum products and want you to know that we stand behind our word to provide you with our exceptional products and service. Our products are proudly made in the USA.

Contact us with questions
1-800-221-0408

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SpecialMade Goods & Services, Inc. is a distributor of Rubbermaid Commercial Products, and as such, the Standard Warranty issued by Rubbermaid Commercial Products is applicable and in force.

Rubbermaid Warranty:

*For a period of **one year** from the date of purchase, if a Rubbermaid Commercial product proves defective in materials and workmanship during normal use by the purchaser of this product, Rubbermaid Commercial Products will arrange for replacement or repair.*

*To receive repair or replacement, either return the defective part to the outlet where purchased or call **Customer Service at 1-800-347-9800** to arrange for the product return to us. Rubbermaid Commercial Product reserves the right to request proof of purchase in conjunction with any such return.*

This warranty does not cover product abuse, modification, failure to adhere to the accompanying instructions, improper operation or misuse and excludes shipping and handling charges. This warranty does not extend to nondurable components. RUBBERMAID COMMERCIAL PRODUCTS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state or country to country.

STEELCASE WARRANTY

for Global Products

YOU CAN DEPEND ON US. OUR PRODUCTS. OUR SERVICES. OUR PEOPLE.

Steelcase Inc. ("Steelcase") Global Products Warranty includes Steelcase® and Coalesse® brand products. Steelcase manufactures products for use around the world in every region. Products available in two or more regions are "Global Products." The regional warranties (the Americas (including the United States, Canada, Mexico, the Caribbean, Central and South America), EMEA (Europe, except UK and Ireland, including Russian Federation, Middle East, Central Asia and Africa), United Kingdom and Ireland, and APAC (Asia Pacific)) continue to apply for any product not included in the Global Products Warranty. Steelcase warrants that Global Products are free from defects in materials and workmanship. This warranty is valid from the date of delivery, regardless of shift usage, to the original purchaser and is non-transferable. 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.

GLOBAL PRODUCTS - LIMITED WARRANTY

DESKS, TABLES, SCREENS, STORAGE AND BENCHING

Steelcase: c:scape®, Divisio, FrameOne™, Ology™ and Universal Storage

Coalesse: CG_1™, Free Stand, Lagunitas™, Millbrae™, Power Pod, Sebastopol™, and SW_1®

Lifetime Warranty

Frame (except Coalesse), case/carcass, doors (except tambour), drawers (body and fronts), pulls/handles, supports, legs and base (except Coalesse), suspensions, modesty panels, wire managers/cable trays, dividers, rails, shelves, hanging folders bar, interlocks and locks

12 Year Warranty

Modular power/electrical power, mechanisms, casters and glides; Coalesse steel legs, and steel bases

5 Year Warranty

Tambour doors, height adjustable mechanisms and electronics

3 Year Warranty

Coalesse PowerPod, Coalesse electrical desktop, table top and rail mounted that houses power and/or data, and/or USB, Coalesse Free Stand mechanism and tablet, Coalesse SW_1 table tablet including slide mechanism

SEATING

Steelcase: Amia™, cobl™, Gesture™, i2i™, Leap™, Node™, QiVi™, Reply™, and Think™

Coalesse: Hosu®, Lagunitas, Massaud, Millbrae, LessThanFive™, SW_1 and Visalia®

Lifetime Warranty

Frame (except Coalesse), seat shell, outerback, arm frame structure, base, stool footring

12 Year Warranty

Mechanisms, pneumatic cylinders/gas lifts, arm caps, foam, casters and glides, and Node personal worksurface; Coalesse lounge wood, bent-ply or steel frames

3 Year Warranty

Lagunitas articulating back, LessThanFive carbon fiber chair, SW_1 lounge tablet

INTEGRATED TECHNOLOGIES

media:scape®, ScapeSeries™, and RoomWizard™

Lifetime Warranty

ScapeSeries and media:scape furniture components

3 Year Warranty

media:scape technology components; RoomWizard

STEELCASE EDUCATION

Node™, Verb™

Lifetime Warranty

Frame, seat shell, outerback, arm frame structure, base, stool footring, cup holder, Verb whiteboards, docks, hooks, table legs, easels, walltrack, storage caddy

12 Year Warranty

Node personal worksurface, mechanisms, pneumatic cylinders/gas lifts, casters and glides, Verb teaching station lectern and plastic components

WORKTOOLS

SOTO™/1+1 Welcome Tools, Eyesite®/Plurio, CF/FSMA, FYI®/Forward Arm, Volley, and dash®

Lifetime Warranty

Mobile caddy, telephone caddy, binder holder, letter trays, launch pad non-powered and screen, functional screen, personal pocket; flat top hanger; wastebasket; footrest, mobile laptop support, laptop shelf, monitor bridge, ergo edge, and desk pad; cable clip, personal hook, toolbox, set of small boxes

12 Year Warranty

Eyesite/Plurio, CF Series/FSMA, FYI/Forward Arm, Volley, CPU supports and keyboard supports, lighting fixtures for dash and SOTO/1+1 LED

5 Year Warranty

Launch pad powered, lighting components for dash LED and SOTO/1+1 LED light

3 Year Warranty

USB charging station

SURFACE MATERIALS

Refer to separate regional warranties for surface materials details.

Except Gesture and Leap 24/7 with 24/7 fabric and Fame fabric in 3 shifts

Steelcase Warranty for Global Products

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, FAILURE 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 DOES NOT COVER:

- Products considered by Steelcase to be consumables; (e.g., batteries, bulbs/lamps, except projector lamps offer 6 months coverage).
- Other manufacturer's products (Steelcase shall pass along any warranty it receives with respect to other manufacturer's branded products).

WARRANTY PROVIDES EXCLUSIVE REMEDIES:

- 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 date of delivery with respect to the product from Steelcase or a Steelcase Authorized Reseller to you 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, federal or national 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.

In the European Union (EU), Steelcase participates in recycling networks for Waste Electronic and Electrical Equipment (WEEE) and pays for the associated administrative and recycling costs. EU-customers are responsible for collection and delivery of WEEE to the recycler identified by Steelcase, unless this responsibility is prohibited by national law.

Steelcase reserves the right to request that the damaged product be returned prior to granting a remedy.

Warranty is non-transferable and valid only for the original purchaser acquiring a product from Steelcase or Steelcase Authorized Reseller for the purchaser's own use and not for resale, remarketing or distribution.

WITHOUT PREJUDICE TO THE LEGAL WARRANTIES PROVIDED UNDER NATIONAL LAW, THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NOT OTHER EXPRESS OR IMPLIED CONTRACTUAL WARRANTY IS PROVIDED, INCLUDING BUT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER THIS CONTRACTUAL WARRANTY STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INDIRECT DAMAGES.

Order Acknowledgement

Surfacetech sends acknowledgements on all orders. All orders are manufactured and invoiced according to the acknowledgement. Please read these acknowledgements and contact Surfacetech immediately if there is any discrepancy. In the event of any difference or inconsistency between Surfacetech's acknowledgement and Customer's purchase order, Surfacetech's acknowledgement will control. Any error or discrepancy on acknowledgement must be reported to Surfacetech within three (3) business days of acknowledgement date. If Surfacetech does not receive a signed approval sheet or notification of any changes within three (3) business days of acknowledgement date, Surfacetech will assume the order is correct and will not be held responsible for changes or errors.

All acknowledgements contain an estimated ship date, but an order may ship earlier than the estimated shipping date. If Customer desires delivery on or after a specified date, Customer must write "Do not ship for arrival before (date)." On Customer's purchase order.

Changes or Cancellations of Orders

Cancellations or changes will not be accepted once a purchase order has been acknowledged without express written approval from Surfacetech. Consent for changes may be conditioned upon Customer's agreement to pay increased or additional expenses resulting from the requested change. If cancellation is approved, a processing fee of up to fifty (50) percent of the original purchase amount will be assessed. All non-standard or custom orders for special construction or special finish cannot be cancelled once work production has started.

WARRANTIES AND WEIGHTS

Warranty

All products manufactured by Surfacetech are guaranteed for a LIFETIME, which is defined as a period as long as the product is owned by the initial Customer, with the exception of the following products:

- Electrical Products: one (1) year
- High wear parts such as wood veneers, glides, casters, springs and adjustable work surface mechanisms, folding mechanisms, flip-top mechanisms: one (1) year
- Third party supplied products: supplier's warranty

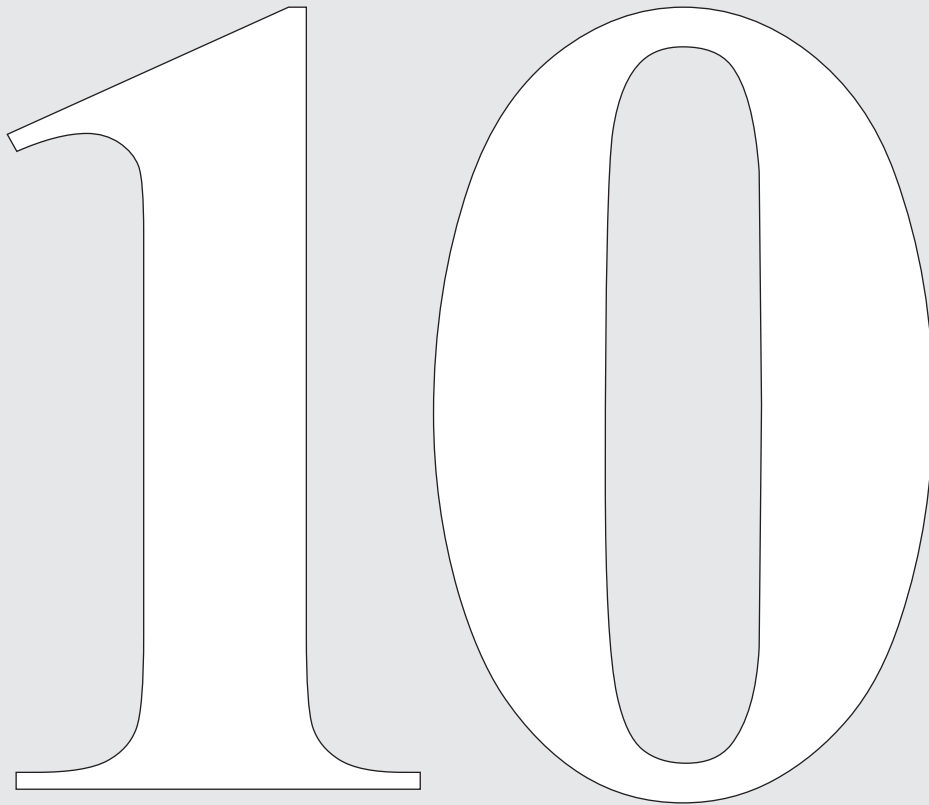
The warranty, which runs from the date of manufacture, covers defects in materials and craftsmanship found during normal usage of the product during the warranty period. If a product is defective, and if written notice of the defect is given to Surfacetech within the applicable warranty period, Surfacetech at its option will either repair or replace the defective product with a comparable component or product.

In no event shall liability under this warranty exceed the original purchase price of the defective product. In no event shall Surfacetech be liable for consequential or special damages for transportation, installation, adjustment or other expenses that may arise in connection with such products or parts.

This warranty does not apply to damage caused by Customer alterations to the product unless expressly authorized by Surfacetech. Surfacetech does not warranty the matching of color, grain or texture except to within commercially acceptable standards. A product will not be considered defective and Surfacetech will not be obligated to replace it, if the product is not installed or used as recommended by Surfacetech.

Weights and Dimensions

All weights and dimensions listed in Surfacetech's price or product listings are nominal.



Garantie_FP_US - 08.10.2007 - www.vs-furniture.com

BASIC INFORMATION

10 years limited warranty.

10 years limited warranty. VS America, Inc. warrants all products provided on the above noted project for 10 years unless otherwise noted. The warranty is given to the initial customer and is valid for as long as the initial customer owns the product. This warranty, which runs from the date of delivery, covers defects in materials and craftsmanship found during normal usage of the products during the warranty period. Normal wear and tear of the products is not covered under this warranty.

If a VS product is defective, and if notice of the defect is given to VS America, Inc. within the applicable warranty period, VS America, Inc., at its option, will either repair or replace the defective product with a comparable product of component.

This warranty is in lieu of all other warranties, expressed or implied, and VS America, Inc. hereby disclaims any other warranties or representations of any kind or character with regard to the products sold herein, including, without limitation, their merchantability, suitability or fitness for a particular purpose.

VS America, Inc.
1940 Abbott Street
Charlotte, NC 28203
704-378-6500

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Guarantee and Warranty

What's on this page:

[Satisfaction Guarantee to ALL Customers](#)
[Grainger Limited Warranty for Businesses](#)
[Warranty Disclaimer](#)
[Limitation of Liability](#)
[Instructions for Warranty Returns and Product Returns](#)

SATISFACTION GUARANTEE TO ALL CUSTOMERS

Customer should contact Grainger if not satisfied with a product for any reason. Grainger will promptly provide an exchange or refund if the product is returned within 30 days of delivery, in its original packaging and with proof of purchase from Grainger.

GRAINGER LIMITED WARRANTY FOR BUSINESSES

ALL PRODUCTS SOLD TO BUSINESS CUSTOMERS ARE WARRANTED BY GRAINGER ONLY FOR USE IN BUSINESS, GOVERNMENT, RESALE, OR ORIGINAL EQUIPMENT MANUFACTURE AGAINST DEFECTS IN WORKMANSHIP OR MATERIALS UNDER NORMAL USE FOR ONE (1) YEAR AFTER DATE OF PURCHASE FROM GRAINGER. AT GRAINGER'S OPTION, THE EXCLUSIVE REMEDY FOR ANY PRODUCT IT DETERMINES TO BE DEFECTIVE IN WORKMANSHIP OR MATERIALS WILL BE REPAIR, REPLACEMENT OR REFUND OF THE PURCHASE PRICE.

WARRANTY DISCLAIMER

A. NO WARRANTY OR AFFIRMATION OF FACT, EXPRESS OR IMPLIED, OTHER THAN AS SET FORTH IN THE LIMITED WARRANTY STATEMENT ABOVE, IS MADE OR AUTHORIZED BY GRAINGER. GRAINGER DISCLAIMS ANY LIABILITY FOR CLAIMS ARISING OUT OF PRODUCT MISUSE, IMPROPER PRODUCT SELECTION, IMPROPER INSTALLATION, PRODUCT MODIFICATION, MISREPAIR OR MISAPPLICATION. GRAINGER EXPRESSLY DISCLAIMS ANY WARRANTY THAT THE PRODUCTS: (i) ARE MERCHANTABLE; (ii) FIT FOR A PARTICULAR PURPOSE; OR (iii) DO NOT AND WILL NOT INFRINGE UPON OTHERS' INTELLECTUAL PROPERTY RIGHTS.

B. GRAINGER MAKES NO WARRANTIES TO THOSE DEFINED AS CONSUMERS IN THE MAGNUSON-MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENT ACT.

LIMITATION OF LIABILITY

GRAINGER EXPRESSLY DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES. GRAINGER'S LIABILITY IN ALL CIRCUMSTANCES IS LIMITED TO, AND SHALL NOT EXCEED, THE PURCHASE PRICE PAID FOR THE PRODUCT THAT GIVES RISE TO ANY LIABILITY.

PRODUCT RETURNS FOR BUSINESS CUSTOMERS

For business customers, product returns, if allowed, must be made within one (1) year from date of purchase, unless otherwise indicated. Returned product must be in original packaging, unused, undamaged, and in saleable condition. Proof of purchase is required in all cases. Product returns may be denied or made subject to restocking fees and other charges by Grainger.

INSTRUCTIONS FOR WARRANTY RETURNS AND PRODUCT RETURNS

For warranty product returns, please follow the instructions below to assure prompt handling. Proof of purchase is required in all cases:

If the product was purchased on Grainger.com®, [email us](#) providing the purchase date, the original invoice number, the item number and a description of the defect. Or, you may call Grainger Customer Care at 1-888-361-8649. If the product was purchased from your [local Grainger branch](#), please contact the branch, providing the purchase date, the original invoice number, the item number and a description of the defect. Customers can also call Customer Care at 1-888-361-8649, and provide the date, the original invoice number, the stock number, and a description of the defect.

Refer to the Returns and Cancellation page for non-warranty return and cancelation instructions.

[View Grainger Terms of Sale](#)

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 textile 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 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 350 and/or 500 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 and textiles, which are covered for five (5) years. Textiles 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 currently include: Concord Executive 24 hour, Dexter/Dexter+, Granada TS, Granada Deluxe TS, Malaga TS, Mallorca TS, Maxima II, ObusForme Comfort TS, Robust, Saxon, Stamina+, Truform TS, Vion TS and Yorkdale TS.

Light Use Seating

Global offers light use seating that is warranted for ten (10) years for the original purchaser. The warranty covers all components (frames, glides, and arms). The foam/textiles are warranted for five (5) years. The warranty on these light use series is for an eight (8) hour day, forty (40) hour week for users up to 200 pounds. Light use product series that apply under this warranty currently consists of Galaxy and Key series.

Textiles

Global warrants Global branded textiles and Global carded textile programs inclusive of fabrics, vinyls and leather products for five (5) years. Global carded textile programs are currently with Arc-Com, Momentum, Maharam, KnollTextiles, Designtex, Ultrafabrics, Dani and Spinneybeck. Global does not warrant COM (Customer Own Materials) or GPM (Global Purchased Materials) that are customer specified materials, or graded-in and purchased by Global for a customer. For GPM or COM products, please contact the textile supplier for performance information and warranty details.

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/Textiles/Mesh/Electrical Devices - 5 Years Control Mechanisms - 12 Years
Heavy Duty Seating	12 Years	24 Hours/7 Days Per Week	Foam/Textiles - 5 Years
Light Use Seating	10 Years	8 Hours/5 Days Per Week	Foam/Textiles - 5 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 and Lite Lift II models) – 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	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
Panels	Lifetime	Panel Textiles, Electrical Devices, Task Lights - 5 Years
Coat Racks and Lecterns	5 Years	None
Folding Tables (Laminate & Molded)	1 Year	None

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.

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.

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PRODUCT SEARCH



SCHOOL FURNITURE SERVICES

PARAGON FURNITURE SERVICES

Customization

Paragon will create customized solutions based on your specifications, from the leg style to the laminate color. Or our team can tweak an existing product to your exacting standards by changing a dimension or adding an accessory. With so many options, imagine the possibilities.

In-house design team

You have the vision and the Paragon engineering team has the ability to bring it to fruition. We put your ideas on paper and provide custom solutions, cost analysis and project pricing.

U.S. based manufacturing

Paragon's full-service 80,000 square-foot facility is located in Arlington, TX.

Quick Ship

Paragon Furniture ships within 10 working days, after receipt of order, any Quick Ship product in selected finishes and Quick Ship accessories for orders of 10 or less.

Customer Service

Time is money and at Paragon, we understand your need to deliver choices to the end-buyer quickly and efficiently. That's why our team of engineers and design professionals are at your service. We want to navigate you to the best solutions for your markets and work with you step-by-step to ensure smart choices, fast delivery and easy installations.

Lifetime Structural Warranty

Paragon Furniture, L.P. provides a lifetime structural warranty against defects in materials, construction or workmanship. Work surfaces, moving/wearing parts and finishes are guaranteed for five (5) years against defects.

Paragon Furniture, L.P. reserves the right to inspect, repair or replace at original invoice value, any part or product that is defective. This warranty does not cover normal wear, abuse, negligence, freight damage or any damages caused by improper assembly or installation. This guarantee is non-transferable and applies only to the original purchaser.

Design Standards

- High pressure laminate, attached to .030 Western and Southern particleboard core and feature three-ply construction, meet or exceed LEMA LD3 requirements. Appropriate backer sheets are used to balance plies (not less than .020" in thickness).
- Wood core stocks and laminates, made of medium density Western and Southern particleboard core, meet or exceed ANSI 208.1 specification. Boards are well-balanced on both sides to prevent moisture absorption.
- Vinyl T-molding provides a quality touch and smooth-edge finish.
- Smooth, round corners enhance both the look and safety of Paragon-manufactured tables.
- Powder coat finish is added to all heavy gauge steel metal parts.
- Durable work surfaces.

On-time delivery

No minimum order requirements. The Paragon team provides on-time delivery using a variety of shipping options for your budget.

contact paragon

2224 East Randol Mill Rd
Arlington, Texas 76011

Phone: (817) 633-3242

Fax: (817) 633-2733

Toll-Free Fax: (888) 824-6494

Customer Service: (800) 451-8546

Email: customerservice@paragoninc.com

STAGERIGHT CORPORATION LIMITED WARRANTY

We warrant each new StageRight product of our manufacture to be free from defects in material and workmanship for three (3) full years under normal use and service. Worn items must be replaced using genuine StageRight replacement parts only. This warranty shall not apply if other replacement parts are used.

Products by others will be covered, if at all, only by the warranty provided by the respective manufacturer.

Our obligations under this warranty will be limited to repairing or replacing at our factory any part or parts thereof within thirty six (36) months after delivery of the StageRight product to the original consumer. Once the product is returned to StageRight, we will perform an inspection to determine if the product is defective in material or workmanship. If StageRight determines the product is defective in material or workmanship, StageRight will repair or replace any part or parts at no cost to the consumer. This warranty does not obligate us to bear the cost of transportation charges in connection with replacement or repair of defective parts.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL STAGERIGHT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR ANY DELAY IN PERFORMANCE UNDER THIS WARRANTY. This warranty does not cover damage in transit.

The warranty shall not apply to any StageRight product which shall have been used, repaired, or altered outside of the factory in any way so as to affect the intent of the design. Also excluded from warranty is any product which has been subject to misuse, negligence, accident, or has been operated in any way other than its intended use. The warranty does not include scratches in paint or other cosmetic damage arising from normal use.

WB Manufacturing General Terms, Conditions and Warranties

T: 800.242.2303 F: 715.669.5929 wibench.com

ORDERS	Orders will be accepted only from authorized WB Manufacturing dealers. Acceptance of any and all orders is the sole discretion of WB Manufacturing. Verbal orders will not be accepted. Submit signed purchase orders in writing. Orders are FOB Thorp, WI 54771 and do not include local, federal or state taxes.
PRICING AND PAYMENT TERMS	Prices are subject to change without notice and WB Manufacturing is not responsible for typographical errors. Sales Tax is required for Wisconsin and Michigan and will be added to the invoice unless resale certificate applies. Standard Payment Terms: 1% 10 Net 30
HANDLING FEE	For orders shipping LTL with a quantity of 1 or 2 items when order amount totals less than \$450, a \$50 LTL handling fee may be applied to the order.
CANCELLATION AND CHANGE POLICY	Product in process cannot be cancelled. The customer is responsible for all costs incurred by WB Manufacturing prior to receipt of any change or cancellation.
RETURNS	Returned Merchandise will not be accepted unless authorized in writing prior to return. Call our Customer Service Department for a Return Materials Authorization (RMA) number. Standard product returns are subject to a 25% re-stocking charge. Customized products may not be given return authorization. Returns must be freight prepaid. At no time is merchandise to be returned to WB Manufacturing without prior approval. If merchandise is returned without authorization, we will reject it.
FREIGHT DAMAGE	<p>Note: Failure on your part to follow these instructions may affect the costs for delivery and replacement for damaged goods.</p> <p>Motor Freight: Inspect the shipment immediately following delivery for damage. The driver must note all damaged cartons or shortages on the bill of lading and or delivery receipt before you sign for the shipment.</p> <p>UPS or FedEx Shipments: Inspect the shipment immediately following delivery for damage. Note all damage on the receipt and have the driver initial before you sign the receipt. Do not remove any damaged merchandise from the original carton until an inspection has been made or waived by the shipping company.</p> <p>Buyer should count and thoroughly inspect all items for shipping damage before accepting delivery. If there is a shortage, please note the shortage on the delivery receipt. Note visible damage on the delivery receipt and show the driver. If damage has occurred, report this to WB Manufacturing immediately. If it appears that damage could be possible, insist that the carton be opened and contents inspected by the driver. You have the right to accept partial shipments and refuse the remaining damaged units. Do not accept shipments of severely damaged items.</p> <p>Important: A clear receipt for a shipment in which there is damaged merchandise or a shortage relieves the carrier of further responsibility.</p> <p>Merchandise title passes from WB Manufacturing to the consignee upon delivery to the carrier. It is your responsibility to turn the freight claim in for the damaged merchandise, including the cost of the shipment. This is the only way you can receive payment for merchandise damaged in transit</p>
LIMITED WARRANTY	All products sold by WB Manufacturing are warranted against defects in workmanship or materials under normal use for two years after date of purchase from WB Manufacturing, unless otherwise stated. Any part which is determined by WB Manufacturing to be defective in material or workmanship and returned to WB Manufacturing (shipping costs pre-paid) will be, at WB Manufacturing's option repaired or replaced, as the exclusive remedy. See more warranty details for specific product warranties.
WARRANTY DISCLAIMER	WB Manufacturing has made a diligent effort to illustrate and describe the products in our catalogs accurately; however, such illustrations and descriptions are for the sole purpose of identification, and do not express or imply a warranty that the products are merchantable or fit for a particular purpose, or that the products will necessarily conform to the illustrations or descriptions. No warranty or affirmation of fact, express or implied, other than as set forth in the limited warranty statement above is made or authorized by WB Manufacturing. WB Manufacturing reserves the right to correct publishing errors.
LIMITATION OF LIABILITY	Any liability for consequential and incidental damages is expressly disclaimed. WB Manufacturing's liability in all events is limited to, and shall not exceed, the purchase price paid.

WB Manufacturing General Terms, Conditions and Warranties

PROMPT DISPOSITION

WB Manufacturing will make a good faith effort for prompt correction or other adjustment with respect to any product that proves to be defective within warranty period. Before returning any product, write or call WB Manufacturing, giving date and number of original invoice, and describing nature of defect. Title and risk of loss pass to buyer on delivery to the common carrier. If the product was damaged in transit, recipient must file claim with carrier.

PRODUCT SUITABILITY

Many states and localities have codes and regulations governing sales, construction, installation and/or use of products for certain purposes, which may vary from those in neighboring areas. While WB Manufacturing attempts to assure that its products comply with such codes, it cannot guarantee compliance, and cannot be responsible for how the product is installed or used. Before purchase and use of product, please review the product application, and national and local codes and regulations, and be sure that the product, installation and use will comply with them.

OSHA HAZARDOUS SUBSTANCE & CALI- FORNIA PROP 65 PRODUCT INFO

Material Safety Data Sheets (MSDS) for OSHA defined hazardous substances and a list of products known to the State of California to cause cancer or reproductive harm are available by contacting WB Manufacturing, 507 East Grant Street, Thorp, WI, 54771. The information and recommendations contained on the MSDS supplied by the manufacturer is considered to be accurate and reliable. WB Manufacturing, however, makes no warranty with respect to the accuracy or reliability of the information or the suitability of the recommendations. WB Manufacturing disclaims any and all liability to any user thereof.

WB MANUFACTURING WARRANTY

WB Manufacturing promises to repair or replace any WB Manufacturing brand product or component that is defective in material or workmanship for as long as the original purchaser owns it. This is the sole and exclusive remedy. This warranty is subject to limitations, exclusions or other provisions detailed below.

2-YEAR WARRANTY

WB Manufacturing warrants that its lift lid supports, hard and soft plastic seats, backs, tops, plastic bases, high pressure laminated tops, specifically tops for our tables, desks, replacement tops and benches, wood raised and flat panel doors, components and gas cylinders shall be free of substantial defects in original material and workmanship for two (2) years from date of purchase. Cleaning of the high pressure laminate should be done by warm water and a non-abrasive cleaner. Abrasive materials should not be used to clean the surface. Subject to limitations indicated below.

10-YEAR WARRANTY

WB Manufacturing guarantees that all laminate furniture are to be compliant with Custom Grade or better, as defined in AWI QCP Standards, Eighth Edition, Revision 2, unless contract documents indicate otherwise.

WB Manufacturing warrants that its laminate furniture, storage solutions, caseloads and lockers and its steel frame products, specifically our desks, tables, chairs and stools shall be free of substantial defects in original material and workmanship for ten (10) years from the delivery date. To be protected under this warranty, all products must be stored in areas of controlled temperature and humidity, and periodic regular scheduled maintenance must be performed.

WARRANTY LIMITATIONS

WB Manufacturing warrants that its products shall be free of substantial defects in original material and workmanship based on specifications from the date of purchase to the extent detailed herein. This warranty is provided only to the initial purchaser, is non-transferable and is valid strictly for as long as the product is owned by the original customer.

This warranty does not cover ordinary wear and tear or involving primary furniture surfaces. In addition, the warranty does not cover defects caused by abusive or abnormal use, modification or alteration, improper assembly / installation, failures resulting from inadequate inspection and maintenance, accident, vandalism or freight damage. Any incidental or consequential damages, including but not limited to business losses, personal property damage, and third party liabilities are hereby expressly excluded. WB Manufacturing shall repair or replace, at its discretion, any portion of the subject product which proves to be defective under the terms of this warranty. Freight and installation costs are not included. May, at its election, substitute a reasonably comparable product, or a cash refund of the original purchase price (less reasonable depreciation) in the event that the original warranted product is no longer manufactured at the time the warranty is exercised.

There are no implied warranties of fitness or merchantability, and there are no other express warranties beyond the warranties expressed here

Silver Street, Incorporated

WARRANTY

All standard products manufactured by Silver Street Incorporated, home of mediatechnologies®, unless otherwise covered by a product specific guarantee and or warranty, are guaranteed against defective material and workmanship for a period of five (5) years from the date of purchase.

Silver Street Incorporated does not warranty any product or hardware which has been installed incorrectly, exposed to high humidity, moisture and extreme temperatures for long periods, excessive loads, misuse, abuse or was not manufactured by Silver Street Incorporated.

We will repair or replace, at our discretion, any defective item without cost to our customer. This is customer's sole and exclusive remedy against us. No delay in shipment or delivery shall give rise to any liability for damages whatsoever. We are not liable for defects caused by customer or any third party. Customer is not authorized to make any repairs whatsoever or to deduct any amount from the purchase price.

In no event shall our liability under this warranty exceed the purchase price. In no event shall we be liable for incidental, special or consequential damages. We disclaim all other warranties, express or implied, as to any matter whatsoever, including without limitation, quality, design, performance, specifications, samples, condition, merchantability and fitness for any particular purpose. No action may be commenced for breach of this warranty more than six months after the cause of action accrues and any such action may only be brought in the county of Oceana, State of Michigan.

Silver Street, Incorporated
892 Industrial Park Drive, Shelby, MI 49455-0159
USA

SOURCE OFFICE

WARRANTY

INFORMATION

WARRANTY START DATE: JUNE 2016

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.

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

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 textile 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 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 350 and/or 500 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 and textiles, which are covered for five (5) years. Textiles 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 currently include: Concord Executive 24 hour, Dexter/Dexter+, Granada TS, Granada Deluxe TS, Malaga TS, Mallorca TS, Maxima II, ObusForme Comfort TS, Robust, Saxon, Stamina+, Truform TS, Vion TS and Yorkdale TS.

Light Use Seating

Global offers light use seating that is warranted for ten (10) years for the original purchaser. The warranty covers all components (frames, glides, and arms). The foam/textiles are warranted for five (5) years. The warranty on these light use series is for an eight (8) hour day, forty (40) hour week for users up to 200 pounds. Light use product series that apply under this warranty currently consists of Galaxy and Key series.

Global warrants Global branded textiles and Global carded textile programs inclusive of fabrics, vinyls and leather products for five (5) years. Global carded textile programs are currently with Arc-Com, Momentum, Maharam, KnollTextiles, DesignTex, Ultrafabrics, Dani and Spinneybeck. Global does not warrant COM (Customer Own Materials) or GPM (Global Purchased Materials) that are customer specified materials, or graded-in and purchased by Global for a customer. For GPM or COM products, please contact the textile supplier for performance information and warranty details.

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/Textiles/Mesh/Electrical Devices - 5 Years Control Mechanisms - 12 Years
Heavy Duty Seating	12 Years	24 Hours/7 Days Per Week	Foam/Textiles - 5 Years
Light Use Seating	10 Years	8 Hours/5 Days Per Week	Foam/Textiles - 5 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 (laminated and Lite Lift II models) – 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	None
Laminated/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
Panels	Lifetime	Panel Textiles, Electrical Devices, Task Lights - 5 Years
Coat Racks and Lecterns	5 Years	None
Folding Tables (Laminated & Molded)	1 Year	None

	Components	
Product Type	Warranty For Original Purchaser	Exceptions
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.

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.

Teknion Wood Casegoods Warranty – U.S.

Teknion warrants its Casegoods products to be free from defects in material and workmanship for a period of ten (10) years, of single-shift service, from date of delivery with the exception of task lights, grommets and the articulating keyboard tray, which have a warranty of one (1) year. This warranty is made only to Purchaser acquiring the product directly from Teknion, its authorized dealers, or others who are specifically authorized by Teknion to sell such products. Because of the natural variations in wood over which Teknion has no control, this warranty does not extend to color, grain or texture of wood, and Teknion does not warrant matching of colors.

Teknion Wood Seating products are made to the highest standards and are warranted free of defects in materials and workmanship for ten (10) years from the date of delivery. During the warranty period, we will repair or replace the defective product at our option.

Exceptions to this warranty include: moving parts such as glides, slides, bases, casters, mechanisms and pneumatic lifts are warranted free from defects in materials and workmanship for a period of five (5) years from date of delivery; wood veneers and Teknion standard fabrics, which are warranted for five (5) years from date of delivery; fading on wood veneers that can be caused by exposure to UV rays/sunlight; damages or defects resulting from normal wear and tear such as scratches, dents, nicks, fading or any other form of improper maintenance or negligence, misuse, alteration, improper installation, and cleaning; variations in temperature (severe dryness or humidity).

This warranty does not extend to:

- ◆ Customer's Own Material or finishes applied to Teknion Wood seating product or product that has been modified or product that has not been installed or used according to Teknion's application and installation guidelines.

There are no other warranties except as expressly set forth above, either expressed or implied, including any warranty of merchantability or fitness for any particular purpose.

The law of the State of New Jersey will govern all transactions and/or disputes.

SCHOOL SPECIALTY WARRANTY INFORMATION

WARRANTY START DATE: JULY 2016



Revised Limited Warranty

Bailey Manufacturing Company warrants the products we manufacture to be free of defects in materials, workmanship or design under normal use and service conditions for five years after the date of original purchase (two years for Bailey Basics). Resale products and components manufactured by others will carry the warranty of the manufacturer. If the product and/or equipment should become defective within the designated warranty period, Bailey Manufacturing Company will repair or replace it (at our option) free of charge, including return transportation to you, provided you deliver the equipment or product prepaid to Bailey Manufacturing Company at 118 Lee Street, Lodi, Ohio 44254. Please receive authorization before returning product to the factory as Bailey Manufacturing Company will not accept collect shipments. Bailey Manufacturing Company reserves the right to repair or replace component parts without return of the entire unit.

This warranty does not include damage resulting from accident, abuse or misuse of the product and expressly excludes normal wearing of parts or defect caused by transportation, accident, fire, flood, alteration, or negligence.

Bailey's warranty liability is limited to that stated above; and other than the warranty stated above, there are no warranties expressed or implied. Bailey will have no responsibility for consequential or incidental damages.

Phone: 1-330-948-1080
USA outside Ohio
1-800-321-8372

Bailey Manufacturing Company
P.O. Box 130
Lodi, Ohio 44254-0130

Fax: 1-330-948-4439
USA outside Ohio
1-800-224-5390

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RESILITE

WARRANTY

INFORMATION

WARRANTY START DATE: JUNE 2016

Warranty Information

3-Year Guarantee on Classic and LiteWeight Vinyl Coated Mats

1-Year Guarantee on Fabric Covered Mats

1-Year Guarantee on Fabric Covered Wainscot Wall Padding Panels

Resilite warrants its products to be free from defects in materials or workmanship during normal use and installation. The guarantee stated above is valid only if the mats have been handled in full observance of the Care and Handling Instructions furnished with each mat; have been subjected to normal use for the purpose for which the mats were designed; have not been subject to vandalism, misuse, neglect, or accident; have not been subjected to addition or subtraction of pieces; and have not been modified or altered by persons other than Resilite or its designees in any respect which, in the judgment of Resilite, affects the condition or operation of the mats.

This warranty does not cover cosmetic items (scratches, scuff marks, denting or compression from incorrect storage, marring, fading, discoloring, weathering), normal wear and tear or damage due to neglect.

The above warranties commence on the date of Resilite's shipment. Should any failure to conform to any of the expressed guarantees occur within the applicable guarantee period, Resilite shall, upon notification in writing of the defect, correct such nonconformity, either by repairing the defective mat(s) or by making available a replacement at the discretion of Resilite.

Resilite shall deliver the repaired or replacement mat(s) to the site free of charge, including all freight charges.

This warranty is exclusive and is in lieu of all other warranties, whether expressed or implied, including, but not limited to, any warranty of merchantability or fitness for particular purpose.

Further, no representation, oral or written, of any Resilite representative may be substituted for the aforescribed exclusive limited warranty. To the extent permitted by law, Resilite shall not be liable for any direct, indirect, special, incidental, or consequential damages which are expressly excluded from this sale.

Resilite will continue to improve the design of mats available for your athletic needs; therefore, we reserve the right to make substitutions or change specifications without notice when, in the opinion of the company, these changes will benefit the customer. Any change in Resilite's published specifications will not have any effect on Resilite's Guarantee.

Submit Claim:

To make claim under the terms of the warranty, the buyer's written statement of claim, along with a copy of the original invoice, and supporting photographs must be sent to: Resilite Sports Products, Inc., Attn: Claim, PO Box 764, Sunbury, PA 17801. No mat shall be returned without written permission from Resilite.

Loss or Damage in Transit with Public Carrier

Resilite is not responsible for loss or damage in transit. Our responsibility ends when the carrier signs the bill of lading, which is our receipt that the shipment was made complete and in good condition. It is the customer's responsibility to check the number of pieces received against the number of pieces shown on the freight bill and our bill of lading. Any shortages or damage should be noted on the freight bill before it is signed.

Vinyl Coated Mats

All foam wrestling mats are subject to expansion and contraction due to environmental and physical conditions. Vinyl-coated mats are subject to shrinkage; therefore, mats are oversized to compensate for this shrinkage. Resilite guarantees the mats to be within a +/- 4% tolerance.

IMPROVE GROUP WARRANTY INFORMATION

WARRANTY START DATE: JUNE 2016

STATEMENT OF WARRANTY

Mobile Rack Systems

Spacesaver has an emphasis on customer satisfaction and continuous improvement. The statement of warranty is our continued commitment that Spacesaver is dedicated to serving our customers.

LIFETIME LIMITED WARRANTY

Subject to the conditions stated below, Spacesaver Corporation ("Spacesaver") warrants to the original purchaser exclusively that the mobile carriages ("structural frames") manufactured by it will be free from defects in materials and workmanship for the lifetime of the structural frames. For the purposes of this warranty, structural frames shall be deemed to exclude all moving parts, controls and guides that have immediate contact with any moving parts.

5-YEAR LIMITED WARRANTY

Spacesaver also warrants that all equipment, other than structural frames shall be free from defects in materials and workmanship for five (5) years from the date of the customer's written acceptance of installation. During the 5-year warranty period, all parts are included at no cost for 5 years. Labor is included at no cost during the first year of the 5-year warranty period. After the first year all labor will be charged at the current rate.

If any warranted equipment shall be proved to Spacesaver's satisfaction to be defective, such equipment shall be repaired or replaced at the option of Spacesaver. All warranty service for any equipment manufactured by Spacesaver must be performed by an authorized Spacesaver factory representative. This warranty shall be void if any portion of the purchase price shall be due but unpaid in accordance with the terms pursuant to which the equipment was sold. This warranty shall not apply to equipment repaired by any party other than an authorized Spacesaver factory representative or to defects or damage caused by (a) acts of God or other circumstances beyond Spacesaver's control, (b) improper installation (unless installation was by authorized factory installer), (c) improper electrical supply or environmental conditions, (d) improper operation, maintenance or storage, or (e) other than normal use or service. **EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH ABOVE, SPACESAVER MAKES NO WARRANTIES, IMPLIED OR OTHERWISE, AND SPACESAVER SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

LIMITATION OF LIABILITY

Repair or replacement of any defective equipment, or refund of the purchase price paid by the customer in the event Spacesaver determines such equipment cannot be repaired or replaced, shall be the customer's exclusive remedy for breach of the warranty for product defects, however caused, and in no case shall Spacesaver be liable for incidental, consequential, special or other damages, or loss of profits or revenues whether as a result of breach of contract or warranty, Spacesaver's negligence, or otherwise. Spacesaver shall have no liability for any advice or assistance rendered by any party outside the scope of Spacesaver's written specifications for the manufacture, operation or maintenance of the warranted equipment. Original installation must be performed by Spacesaver trained and certified installers..



BIBLIOTHECA

WARRANTY

INFORMATION

WARRANTY START DATE: JUNE 2016

Service and Maintenance/Extended Warranty Quote

TERMS AND CONDITIONS

WHAT WE WILL DO:

Hardware: In consideration of payment of the agreement price, and according to service level purchased, Bibliotheca will furnish labor and replacement parts necessary to maintain the Equipment specified in this agreement in proper operating condition during the term of this agreement, provided that the Equipment is installed by an authorized Bibliotheca Service Provider and used as directed. This Service Agreement covers Equipment failure during normal usage. Bibliotheca agrees to provide:

- On-site remedial maintenance during On-Site Coverage Hours (except for depot repair agreements) When Bibliotheca is notified that the Equipment is not in good working order. Bibliotheca will provide a toll-free telephone number for Customer to place, and Bibliotheca will receive, Equipment maintenance service calls twenty-four (24) hours per day, seven (7) days per Week.
- All labor, service parts and Equipment modifications Bibliotheca deems necessary to maintain the Equipment in good working order. All service parts will be furnished on an exchange basis and will be new parts or parts of equal quality. For certain Equipment, Bibliotheca reserves the right to replace the entire unit with new equipment or equipment of equal quality when Bibliotheca determines that replacement is more economical than on-site repair. All Equipment and service parts removed for replacement become the property of Bibliotheca.

Software: In consideration of payment of the agreement price, Bibliotheca will furnish over-the-phone software support and remote troubleshooting of the Bibliotheca Software specified in this agreement as well as updates necessary to maintain the Bibliotheca Software specified in this agreement in proper operating condition during the term of this agreement, provided that the Bibliotheca Software is installed and used as directed. Bibliotheca agrees to provide:

- All software configuration modifications Bibliotheca deems necessary to maintain the Bibliotheca Software in good working order
- Bibliotheca Software updates
- Internet Filter list updates (as applicable)
- A toll-free telephone number for Customer to place and Bibliotheca to receive software support calls. Over-the-phone software support calls may be placed twenty-four (24) hours per day, seven (7) days per week. Calls will be addressed during Bibliotheca Software Support Coverage Hours in the order they were received.

WHAT IS NOT COVERED: The basic maintenance fee does not include and Bibliotheca is not obligated to provide or perform repair of damage or increase in service time caused by (i) failure of Customer to provide continually a proper operating environment and supply of power as prescribed by the Equipment manufacturer; (ii) accident; (iii) Acts of God, including but not limited to fire, flood, water, wind and lightning; (iv) neglect, abuse or misuse; (v) failure of Customer to follow Bibliotheca's published operating instructions; (vi) modification, service or repair of the Equipment by other than Bibliotheca authorized personnel; (vii) use of Equipment for purposes other than for which designed; (viii) painting or refinishing the equipment; (ix) relocation of the equipment; (x) replacement of broken or damaged cabinetry; to include items such as lattices, base covers, book check covers, etc.; (xi) electrical work external to the Equipment; (xii) cosmetic restoration (e.g., filling of holes in floor or walls, plugging or wire run openings, removal of tape residue, etc.) after removal or relocation of equipment for any reason; (xiii) restoration of Equipment performance when it has been degraded by placement of unauthorized interference sources within the affected range of said equipment; (xiv) service requests related to use of markers (strips) other than those manufactured by Bibliotheca or its authorized distributor(s), (xv) modification, or repair of the Bibliotheca Software by other than Bibliotheca authorized personnel; (xvi) use of the Bibliotheca Software for purposes other than for which designed; (xvii) virus / hacker activity; (xviii) Non- Bibliotheca Software related updates and upgrades including, but not limited to, Operation System, Anti-Virus, Intrusion Detection. (xix) labor or materials associated with consumables such as receipt printer paper, separator jaws, patron counter batteries, and similar items.

RENEWAL: This agreement is NOT automatically renewable. If a renewal agreement is offered by Bibliotheca, the agreement price quoted will reflect the age of the product and the service costs at the time of renewal.

ENTIRE AGREEMENT: This instrument sets forth the entire agreement between the parties, and no representation, promise or condition not contained herein shall modify these terms whether made prior to or subsequent to the execution of this agreement.

For further details concerning the services offered under the different Bibliotheca service levels, please refer to our Service Level Brochure.

Submit Purchase Order by fax to 1-877-689-2269 or by email to sales-us-contracts@bibliotheca.com.

Accepted By:

Sarah Flagler
Client Account Manager
e: s.flagler@bibliotheca.com
t: 678-336-7980 x156 | m: 218-256-8550
[linkedin](#) | [facebook](#) | [twitter](#) | [youtube](#) | [website](#)

3169 Holcomb Bridge Road | Norcross, GA 30071 | US
403 Hayward Avenue North | Oakdale, MN 55128 | US

bibliotheca® + 3M
the best of both worlds



OUR FULL CONTACT DETAILS
found at www.bibliotheca.com/contact-US

Accepted Date: _____

Customer Purchase Order Number: _____

WY OFFICE PRODUCTS & INTERIORS

WARRANTY INFORMATION

WARRANTY START DATE: MAY 2016



These Purchase Order Standard Terms and Conditions (the "Terms and Conditions") apply to the undersigned ("Buyer") whether Buyer is a distributor, sales representative, partner or reseller of Spectrum Industries, Inc. ("Spectrum"). The Terms and Conditions apply to Buyer on any and all Purchase Orders submitted to Spectrum, whether Buyer pays for and directly receives the Purchase Orders from Spectrum or whether Buyer acts as an intermediary and a third party end user pays for and directly receives the Spectrum Purchase Orders. No additional or different terms or conditions will be binding upon Spectrum unless specifically agreed to in writing and with conflicting provisions specifically initialed by Spectrum. Failure of Spectrum to object to provisions contained in any Purchase Order or other communication from Buyer shall not be construed as a waiver of these Terms and Conditions, nor acceptance of any such provisions. Purchase Orders and other forms, documents and correspondence submitted by Buyer shall only be effective for the purpose of identifying quantities and desired delivery dates. These Terms and Conditions, together with any Spectrum approved purchase order and exhibits thereto (the "Purchase Order"), shall constitute the entire agreement between Spectrum and Buyer with respect to the subject matter hereof and supersedes all previous agreements whether written or oral. In the event of a conflict between these Terms and Conditions and the Purchase Order, these Terms and Conditions shall control. *For products ordered through a Customization Approval Form, Spectrum's Customization Terms and Conditions apply instead of these Standard Terms and Conditions.

SECTION 1

Order and Payment Terms

1.1 Prices

Unless otherwise agreed by Spectrum in writing, all prices are F.O.B. (as defined in the U.C.C.) Spectrum's facilities in 1600 Johnson Street, 1500 River Street, or 925 First Avenue, Chippewa Falls, WI 54729, or, if the products are being delivered to an address outside of the USA, then FCA (as that term is defined in INCOTERMS 2010) Spectrum's facilities in 1600 Johnson Street, 1500 River Street, or 925 First Avenue, Chippewa Falls, WI 54729. Prices are adjusted periodically. Pricing is subject to change without notice. It is the responsibility of the Buyer to confirm pricing before submitting an order. Applicable federal, state, and local taxes are not included in the product prices.

1.2 Payment Terms

Terms of payment are cash with order, except where credit is established and in good standing, in which case terms of payment are due 30 days from invoice date. Spectrum reserves the right to require full or partial payment before commencing work and/or shipping product. The request for payment or acceptance of a partial payment shall not be construed as a waiver of Spectrum's right to collect the full invoice amount within 30 days from the invoice date. All payments are to be made in U. S. Dollars.

MasterCard /Visa and American Express credit card payments may be accepted from cardholders located in the United States. Each credit card payment must be approved by Spectrum prior to the acceptance of an order. Credit card orders will be processed for payment at the time of shipment for standard product orders and at the time of order for customized product orders. Credit card payment is not an acceptable form of payment for established delinquent account balances. For account review or to apply for a line of credit contact our Customer Service Help Line.

1.3 Minimum Orders

There is no minimum order level. Orders of all sizes are accepted and appreciated. All orders are, however, subject to acceptance in writing by Spectrum.

1.4 Past Due Accounts

All past due accounts (unpaid after 30 days) will be billed a service charge equal to the lesser of 1.5% per month, 18% annually, or the highest rate allowed by law on the unpaid delinquent balance until

the account is paid in full. Invoices unpaid after 30 days will cause pending orders to be held and delayed. It is recommended that all accounts are kept current to prevent order shipment delays.

1.5 Drop Shipments

Orders requesting shipment to multiple delivery addresses (drop shipments) are available. However a minimum processing charge of \$20 per additional delivery address may be applied.

1.6 Delivery

Delivery lead times and expected shipment dates as specified by Spectrum are approximate and subject to change without notice. Lead times may vary due to seasonal demand and changing product status. Spectrum reserves the right to hold or delay delivery due to late payments and / or an unsatisfactory Buyer credit history. Spectrum assumes no liability to Buyer or Buyer third party end user loss arising out of the failure to deliver on the dates stated. Delay in delivery shall not give Buyer or Buyer third party end user the right to cancel any orders.

1.7 Cancellation of Orders

Orders shall not be cancelled or returned without Spectrum's prior written authorization. Shipments returned to Spectrum without prior written authorization may be returned to Buyer at Buyer's expense. In the event of unauthorized cancellation, Buyer shall be responsible for payment of cancellation charges in the amount of all costs, expenses and damages incurred by Spectrum, including labor required to process the cancellation, shipping costs, and applicable shipping insurance fees.

1.8 Security Interest

Buyer hereby grants Spectrum a priority security interest in all products purchased hereunder to secure payment of amounts owed by Buyer or Buyer third party end user to Spectrum. Buyer agrees to promptly execute or to promptly obtain the authorization of a Buyer third party end user to execute and authorize Spectrum to file financing statements and/or other documents to create, evidence, and/or perfect such rights in accordance with the provisions of the Uniform Commercial Code or any other similar or applicable state, provincial or federal law. Spectrum reserves all rights of a seller of goods or a secured party under the Uniform Commercial Code or other applicable state, provincial or federal law.

SECTION 2

Freight Responsibilities

2.1 Freight Quotations

For Spectrum reseller shipments to the contiguous United States freight costs are included in the list price of Spectrum products. This covers truck-height, tailgate deliveries only. Additional services including lift-gate service, inside delivery, additional manpower, expedited shipments, special handling and other special requests will be quoted separately. For domestic shipments outside the contiguous United States (Hawaii, Alaska and US territories) and all other custom or non-reseller sales, Spectrum will prepare a "freight quotation" for all orders. The freight quotation is an estimate only and actual freight costs will be billed. The freight quotation is not intended to be used as the final amount that will be billed for freight. Unfortunately due to the length of time required to receive a purchase order from a customer, manufacturing lead-times, and volatility of fuel surcharges, these amounts can vary from the time of the quote to the time of the shipment. As a result, the actual amount invoiced to Spectrum by the freight carrier will be the amount billed to the Buyer or Buyer third party.

2.1.1 Freight Quotations for International Shipments

International Buyer shall be responsible for all freight, insurance, brokerage and transportation arrangements and costs.

Spectrum may prepare a freight quotation for select international shipments. However, international freight quotations are estimates only. All costs incurred in the delivery of international shipments will be the responsibility of the Buyer and will be added to the invoice accordingly.

Unless detailed otherwise, international freight quotations may not include duties, taxes, broker service costs, harbor and maintenance fees, terminal or port handling charges, or other destination charges. All costs incurred are the responsibility of the Buyer.

2.1.2 Special Delivery Requirements and Fees

The Buyer shall be responsible for all special delivery costs resulting from the shipment of their order. These costs will be invoiced at the time of service and include, but are not limited to: lift-gate service, inside delivery, street or door deliveries, extra manpower, redelivery or redirection of shipment, refusal of shipment, and terminal storage fees associated with delaying a delivery.

2.2 Delivery Terms: FOB or FCA (or negotiated INCOTERMS 2010)

A. Domestic.

Products are shipped F.O.B. (as defined in the U.C.C.) from our facilities located at 1600 Johnson Street, 1500 River Street, or 925 First Avenue in Chippewa Falls, WI 54729. Notwithstanding anything in the foregoing to the contrary, title to and risk of loss of the products will transfer to Buyer once the products leave Spectrum's facilities.

B. International.

For all shipments to addresses or locations outside of the USA, products are shipped Free Carrier/FCA (as that term is defined in INCOTERMS 2010) from Spectrum's facilities located at 1600 Johnson Street, 1500 River Street, or 925 First Avenue, Chippewa Falls, WI 54729. Title to and risk of loss of the products will transfer to the Buyer once the products are loaded on the carrier at Spectrum's place of shipment indicated above.

2.3 Buyer Receiving Responsibilities

It is the responsibility of the Buyer or Buyer third party end user to carefully inspect all products before accepting a shipment. Any quantity variances from the official packing slip or damage to the

packaging or products must be clearly noted on the freight bill of lading and/or delivery receipt ("Delivery Document"). Buyer or Buyer third party end user should not sign the Delivery Document until all items are accounted for and in good condition.

If there are questions regarding how to properly accept the shipment, note damage, or note shortages please contact the carrier and / or Spectrum's Customer Service Department prior to accepting the delivery.

2.4 Freight Claims

If shortages, obvious freight damage, or concealed freight damage are present they must be reported on the Delivery Document. If concealed damage is found after acceptance, it must be reported to the delivery carrier within 5 days of receipt of the shipment. After 5 days no claims may be filed. Buyer or Buyer third party end user must return the product in its packaging for a claim to be reviewed. It is the responsibility of the Buyer or Buyer third party end user to contact Spectrum to file a claim. We will assist Buyer or their third party end user in any way we can to help settle a freight claim.

If Buyer or Buyer third party end user used its own transportation or a third-party freight contract, Buyer must file its claim directly with such third-party contractors.

2.4.1 Shortages

When an order is inspected and the number of cartons is fewer than those listed on packing list and/or freight bill, the Buyer or Buyer third party end user must note it clearly on the Delivery Document before accepting the shipment. If a Delivery Document is signed for as received in full, the Buyer is responsible for any shortages. When this is the case, Spectrum will honor the same pricing as on the original order for any shortage.

2.4.2 Freight Damage

All products are inspected prior to packaging and leave our facilities in good condition. When an order is inspected and there is obvious freight damage, the Buyer or Buyer third party end user must note it clearly on the Delivery Document before accepting the shipment. If a Delivery Document is signed for as received in good condition, the Buyer is responsible for any obvious damages to the products or packaging. Buyer or Buyer third party end user should retain all damaged products and related packaging materials until disposition is determined and communicated to Buyer or Buyer third party end user by the carrier or Spectrum.

2.4.3 Concealed Freight Damage

It is Buyer's or Buyer third party end user's responsibility to open and inspect a shipment immediately following acceptance. Occasionally products can be damaged in shipment even though the shipping cartons appear to be in good condition. Be sure to note any irregularities to the cartons on the Delivery Document. If concealed freight damage is found after the delivery carrier has left, it must be reported within 5 days of the receipt of the shipment to Spectrum. After 5 days no claims may be filed.

2.5 General

Spectrum will assist Buyer or Buyer third party end user with claims against the carrier. However, it is Buyer's responsibility to inform all of its third party end users who pay for and directly receives and accepts delivery of Spectrum products the freight terms and conditions set forth above. Ultimately, Buyer is responsible for all shortages and damages which are not documented and reported according to the instructions in sections 2.3 through 2.4.3 above.

SECTION 3 Warranty Statement

WE WILL MAKE IT RIGHT FOR YOU!

Spectrum is committed to provide complete customer satisfaction. Each of our products is manufactured from the best materials available and each product is stringently monitored throughout the production process through our Quality Management System.

We expressly warrant that Spectrum products will be of good quality and workmanship and free from defect for the period set out in the warranty table below from the date of delivery. This warranty shall not apply to defects or damage resulting from misuse, abuse, neglect, improper care, modification or repair not authorized by Spectrum, or any other cause outside the control of Spectrum. Spectrum will, at its sole option, either repair or replace the defective product.

This warranty is exclusive; no other warranty, written or oral, is expressed or implied. This warranty is given by Spectrum to Buyer or Buyer third party end user and to no other person or legal entity. No Spectrum dealer, distributor, partner, reseller, agent or employee is authorized to make any modification or addition to this warranty.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, SPECTRUM WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR INDIRECT OR LIQUIDATED DAMAGES, INCLUDING CONSEQUENTIAL, INCIDENTAL AND SPECIAL DAMAGES. IN NO EVENT SHALL SPECTRUM'S LIABILITY, WHETHER UNDER CONTRACT OR WARRANTY, IN TORT OR OTHERWISE, EXCEED THE PURCHASE PRICE RECEIVED BY SPECTRUM FOR THE PRODUCT AT ISSUE AND "RECALL ACTION" EXPENSES. SPECTRUM SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES, WHETHER ARISING OUT OF BREACH OF CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR OTHER THEORIES OF LAW, WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED BY SPECTRUM, OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO.

Our Customer Service Department is ready to provide immediate attention to any questions, comments or concerns. They are available to answer your calls Monday through Friday from 7 am to 5 pm CST. In addition your product comments or concerns are welcome via e-mail at: spectrum@spectrumfurniture.com.

SPECTRUM WARRANTIES	
Adjustable Crank/Electric Desk Legs	1 Year
Flat Panel Desk Gas Cylinders	1 Year
Chairs	
Structural Chair Parts – including frames, gas cylinders, wood and plastic parts, and control handles	7 Years
Consumable Chair Parts Casters	5 Years
Chair Upholstery	2 Years
In-Stock Upholstery	2 Years
Graded-In Fabrics and Customer Owned Material	No Warranty
Height Adjustable Columns and Lifts	1 Year
General Use Casters	1 Year
Electrical	2 Years
Keyboard/Mouse Trays	1 Year
Flat Panel Monitor Arms	
Flat Panel Monitor Arm – General Parts	10 Years
Flat Panel Monitor Arm – Gas Cylinders	10 Years
Desks and Lecterns	
Computer Desk Chassis	10 Years
Cart Chassis	10 Years
Lectern Chassis	10 Years

SECTION 4 Return Policy

4.1 Returns

All sales are final. In certain situations returns may be authorized at Spectrum's sole discretion. All product returns must be pre-authorized by Spectrum and returned at Buyer's or Buyer third party end user's sole expense. All returns must be in original packaging and in saleable condition. Return of products may be subject to restocking fees. The final credit amount for returned products will be determined by Spectrum after the returned product has been received and inspected by Spectrum. Such amount will be credited to Buyer's or Buyer third party end user's account for application against future orders with Spectrum. In no event shall Spectrum refund any money to Buyer or Buyer third party end user for returned products.

4.2 Return Authorization

To obtain a pre-authorization for a return, contact the Spectrum Customer Service Department. Be prepared to provide the following information:

- Customer Account Number
- Customer Purchase Order Number
- Shipment Date
- Product Number
- Reason For Return

If the request to return a product is approved the Buyer or Buyer third party end user will be issued a "Return Authorization Number". The Buyer or Buyer third party end user must place this "Return Authorization Number" on the outside of all packages being returned. All returns must be in original packaging. Shipments returned to Spectrum without prior written authorization may be returned to Buyer or Buyer third party end user at their expense, including labor fees to process such return, shipping fees and applicable shipping insurance fees.

4.3 Return Freight

Return freight and insurance charges are the responsibility of the Buyer or Buyer third party end user. All return freight must be shipped prepaid. No returns will be accepted if sent freight collect or cash-on-delivery.

4.4 Restocking Fees

For all returns pre-authorized by Spectrum, the returned products will be subject to a minimum restocking fee of 10% of the original sale price. Restocking fees are determined by Spectrum after performing a thorough inspection of the returned item(s). All returns must be in original packaging and in saleable condition. Additional fees will be determined by Spectrum based on the amount of labor and material required to receive and evaluate the return, repair the damage, and restock the products. The restocking fee will be deducted from the return credit or billed separately, at Spectrum's discretion.

4.5 Return of Modified and Custom Orders

All sales of modified or custom orders are final. No return of modified or custom orders will be considered.

4.6 General

Spectrum's Customer Service Department will assist Buyer or Buyer third party end user with potential returns. However, it is Buyer's responsibility to inform all of its third party end users who pay for and directly receives and accepts delivery of Spectrum products the return policy set forth above.

SECTION 5 Miscellaneous

5.1 Force Majeure

Spectrum shall not be liable when its performance is delayed or prevented by "Force Majeure," i.e., by war, strike, riot, crime, embargo, fuel or energy shortage, act of government authority, flood, earthquake, volcano, fire, supplier failures, labor shortages, or any other cause reasonably beyond Spectrum's control. In a Force Majeure event, Spectrum reserves the right to extend the date of delivery for an appropriate amount of time or to cancel the purchase order. Upon the occurrence of such event, Spectrum will attempt to work closely with the Buyer in an effort to build awareness and update dates of delivery.

5.2 Governing Law and Venue

These Terms and Conditions will be interpreted and governed by the laws of the State of Wisconsin, USA, without application of its conflict of law provisions. The U. N. Convention on Contracts for the International Sale of Goods will not apply to these Terms and Conditions. The sole jurisdiction and venue for any litigation arising from or relating to these Terms and Conditions shall be the Western District of Wisconsin or Chippewa County Circuit Court in Wisconsin.

5.3 Indemnification

Buyer shall at all times defend, indemnify and hold Spectrum (including its directors, officers, employees, agents, affiliates, successors and permitted assigns) harmless from and against all liabilities, actions, proceedings, claims, demands, losses, suits, outlays, damages, judgments, penalties and expenses of any kind or nature (including reasonable attorneys' fees) that may be suffered or incurred by any of them as a result of any claim or action by a third party or end user against Spectrum that arises out of or relates to (i) any physical injury or death or damage to property resulting from the gross negligence or willful misconduct of Buyer, or not otherwise resulting from a defect in the product; (ii) changes, alterations or additions to any products by Buyer not authorized in writing by Spectrum; (iii) any shortages, freight claims, freight damage or receiving responsibilities overlooked by Buyer or Buyer third party end user; (iv) any failure of Buyer to inform its third party end users of Spectrum's freight and delivery or return policies; or (v) any misuse, or improper assembly, storage or maintenance of products by Buyer.

5.4 Regulatory Matters

The labeling of the products shall comply with all U.S. laws, the laws of the jurisdictions where the products are manufactured, and the jurisdictions where the first sale of the products takes place. Spectrum shall not be responsible for obtaining any regulatory approvals for the products except for those jurisdictions into which Spectrum's first sale of a product takes place, unless Spectrum specifically agrees to do so in writing.

Spectrum shall have the right to withdraw any offer or rescind any sale if it is determined to be in violation of any U.S. trade laws or regulations or rights of third parties.

5.5 Importation Compliance

If Buyer is a foreign Buyer, Buyer acknowledges that it is purchasing the products for purposes of exporting from the U.S.A. and importing the products into the country specified in the Purchase Order and shipping documents. Unless otherwise agreed to by Spectrum, Buyer will be the importer of record when importing the products into a foreign jurisdiction. Buyer shall be responsible for the transportation of the products and the importation of the products into the country where the products are to be delivered in strict compliance with all laws of such country. Buyer agrees that it shall not re-export or transship the products.

5.6 Foreign Corrupt Practices Act

If Buyer is a distributor, sales representative, partner or reseller of Spectrum, Buyer acknowledges that it is not an agent of Spectrum and represents and warrants that it will not pay anything of value, monetary or otherwise, to any government employee or official in connection with the resale of this product.

5.7 Intellectual Property Rights

Buyer acknowledges that it has no right, title or interest in the intellectual property, including trademarks, service marks, copyrights, proprietary images, and patents of Spectrum or pertaining to the products and agrees it will take no action to reverse engineer the products or technology, or to register or otherwise interfere with Spectrum's intellectual property rights. Further, Buyer agrees Buyer's use of Spectrum's intellectual property, will not be altered or repurposed except as provided to Buyer from Spectrum.

5.8 Assignment, Modification and Waiver

These Terms and Conditions may not be assigned by Buyer without Spectrum's express written consent. No purported amendment, modification or waiver of any provision hereof shall be binding unless set forth in writing by Spectrum. Any waiver is limited to the circumstance or event specifically referenced in the written waiver documents and will not be deemed a waiver of any other term of these Terms and Conditions or of the same circumstance or event upon any recurrence thereof. The failure of Spectrum to enforce any provision of these Terms and Conditions at any time shall not be construed to be a waiver of such provision nor of the right of Spectrum to thereafter enforce such provision.