



## LIMITED WARRANTY

The following represents Oi Furniture's Limited Warranty for each part of the Cellular™ modular seating system. No other warranty expressed or implied will be recognized.

- A) **Base & Cushion Core:** Oi Furniture warrants that the plastic base & plastic cushion core will be free from substantial defects in material and workmanship for a warranty period expiring 25 years from the date of shipment from Oi Furniture's facilities. Plastic failures attributed to improper use by the customer and/or improper installation, and/or improper or insufficient servicing, are excluded from this warranty. If the plastic base or core fails to perform as warranted, the affected parts will be repaired or replaced upon written request of the customer.
- B) **Cushion Foam:** Oi Furniture warrants that the foam will be free from substantial defects in material and workmanship for a warranty period of 5 years from the date of shipment from Oi Furniture's facilities. Foam failures attributed to improper use by the customer and/or improper installation, and/or improper or insufficient servicing, are excluded from this warranty. If seating foam fails to perform as warranted, the affected foam will be repaired or replaced upon written request of the customer.
- C) **Cushion Cover(s):** Oi Furniture warrants all covers against loss of color and each cover will be free from substantial defects in material and workmanship for a warranty period of up to 10 years\*\* from the date of shipment from Oi Furniture's facilities. All materials must be properly installed and maintained. This warrantee does not cover damage due to abuse, misuse or use of improper cleaning agents or methods. If a cover fails to perform as warranted, the affected material will be repaired or replaced upon written request of the customer. \*\*Each specific cover will follow this warrantee period:
- Fun Cover II: 10 years
  - Cool Cover: 5 years
  - Casual Cover: 5 years
  - Fun Cover: 3 years
  - Living Cover: 3 years
- D) **Base Locks:** Oi Furniture warrants that the base locks will be free from substantial defects in material and workmanship for a warranty period expiring 15 years from the date of shipment from Oi Furniture's facilities. Base lock failures attributed to improper use by the customer and/or improper installation, and/or improper or insufficient servicing, are excluded from this warranty. If the base locks fail to perform as warranted, the affected parts will be repaired or replaced upon written request of the customer.

To file a warranty claim:

- Customers must obtain a Returned Goods Authorization (RGA) number from Oi Furniture to request warranty claims for defective Parts. The issuance of an RGA number does not indicate acceptance of the warranty claim.
- Warranty claims accepted by Oi Furniture are limited to the defective Part.
- Defective Parts will be repaired, replaced or a credit allowance provided at Oi Furniture's option.
- Transportation & shipping charges involved in the replacement or repair of the defective Part are excluded from this warranty.

**Oi Furniture**

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- Incidental, consequential, indirect or special damages, if any, are excluded from this warranty. The customer shall not, in any event, be entitled to any amount of damages in excess of the purchase price of the Part.

Oi Furniture reserves the right to require the return of defective Parts for investigation to determine root causes and take corrective and preventive actions. Claims for defective Parts may not be honored if the defective Part(s) is not returned to Oi Furniture within 2 weeks of Oi Furniture's request.

Effective January 1, 2019

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