

# STEELCASE

## ONLINE STORE\* LIMITED LIFETIME WARRANTY

\*AUTHORISED STORES ONLY

### for Asia Pacific

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

Steelcase Inc. (“Steelcase”) warrants that Steelcase® products (collectively, “Steelcase Branded Products”) are free from defects in materials and workmanship for the life of the product, except as set forth below.

This warranty applies to Steelcase Branded Products delivered in Asia Pacific: Hong Kong, Singapore, Australia, Japan, India, Korea, Taiwan and Southeast Asia. The warranty is valid from the date of delivery, regardless of shift usage, to the original End User 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.

End User means the final purchaser acquiring a product from Steelcase for the purchaser’s own use and not for resale, remarketing or distribution.

#### SEATING

**Steelcase: Gesture™\*, Steelcase Series 1, Think™ and Buoy®**

##### LIFETIME WARRANTY

Frame, seat shell, outer-back, arm frame structure, base, stool foot-ring

##### 12 YEARS

Mechanisms, pneumatic cylinders/gas lifts, arm caps, foam, casters and glides

#### SURFACE MATERIAL

##### 12 YEARS

Laminate, wood veneer and solid surface, all standard vertical surface textiles

Standard fabrics covered by this warranty are: Omni R, Otto, Spruce, Mirage, Cross Check, Buzz2, Cogent Connect, Medley, Era, 3D Knit, Air Mesh, YMesh, New Black, Aries, and 3D Microknit.

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#### SYSTEMS, STORAGE, DESKS, TABLES AND BENCHING

**Steelcase: Bassline™, Steelcase Flex, FrameOne™ Migration™,**

##### LIFETIME WARRANTY

Frame, pulls/handles, supports, legs and base, suspensions, wire managers/cable trays, baskets, cup holder, dividers, rails, shelves, hanging folders bar, interlocks and locks

##### 12 YEARS

Steelcase Flex, Migration™ and Ology™ height-adjustable mechanisms and electronics, Flex board clips, modular power/electrical power, mechanisms, rollers, wheels and glides;

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#### OTHERS

##### 3 YEARS

Campfire Personal Table

##### 1 YEAR

##### PARTNERS (NON STEELCASE BRANDED)

m.a.d furniture products

Roto Stool and Sling Table

## Steelcase Limited Lifetime Consumer Warranty for Asia Pacific

### 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).
- Variations occurring in surface materials (e.g., colorfastness (except paint), matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in materials such as wood and leather.
  - Planked Veneer intentional and natural variations that includes, but not limited to: character marks, grain pattern, color and natural color aging.
- Select Surfaces, Coalesce Graded-in, Custom Surfaces, Coalesce Customer's Own Material (COM), and Open Line Laminate are not covered, except as warranted by the original supplier, for material properties including, but not limited to, quality, aging, colorfastness, shade variations, puddling, wrinkling or abrasions.
- Other manufacturers' products (Steelcase shall pass along any warranty it receives with respect to other manufacturers' branded products, including EMU and Carl Hansen).

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

### HOW DO YOU GET WARRANTY SERVICE WHEN THE PRODUCT IS PURCHASED THROUGH?

To facilitate warranty service, please keep your original proof of purchase. Contact Steelcase Store Customer Service by emailing [shopwfh@steelcase.com](mailto:shopwfh@steelcase.com).

### 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 time when you received the product from Steelcase or a Steelcase Authorized Reseller 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 or federal 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.
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.

### HOW DOES STATE OR PROVINCIAL LAW APPLY?

This warranty provides specific legal rights, and you may have other rights, which vary, from state to state and province to province.

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES.