

lifetime warranty



9to5 Seating products are manufactured with meticulous attention to detail to achieve a level of quality that is free from defects in material and workmanship. In an effort to stand behind this philosophy, 9to5 Seating warrants to the original purchaser of the product and from the original date of sale, the following:

For All Series Except @nce, Enduro™, Logic Plus, and chairs that include the Heavy Duty (HD) option in the Aria, Logic, Strata™ and Theory Series: Lifetime Warranty to the original end user; the company will repair or replace at its option factory defective structural and mechanical parts with comparable product, without charge. This warranty is for a single shift, standard commercial usage, defined as a standard 8 hour work day, five days a week. Weight limitations vary by product.

Upholstery fabric and foam are warranted against wear through and deterioration during normal usage for a period of five (5) years. However, the company does not warrant leather against routine scratching and scuffing, as all leather is subject to minor blemishes during use. COM and COL are not warranted. Due to natural variations in material, furniture containing leather is sold subject to normal variations and/or irregularities of color, texture, and grain.

For the @nce Series:

9to5 Seating warrants the @nce series of chairs for a period of five (5) years of single-shift use to the original purchaser; the company will repair or replace at its option factory defective structural and mechanical parts with comparable product, without charge. This warranty is for a single shift, standard commercial usage, defined as a standard 8 hour work day, five days a week. Weight limitations vary by product.

For Logic Plus Large Occupant Series:

9to5 Seating warrants the Logic Plus Large Occupant chairs for a period of ten (10) years of single-shift use to the original purchaser; the company will repair or replace at its option factory defective structural and mechanical parts with comparable product, without charge. This warranty is for single-shift applications with persons weighing less than 500 lbs.

For the 24/7 Enduro™ Series and chairs that include the Heavy Duty (HD) option in the Aria, Logic, Strata™ and Theory Series:

9to5 Seating warrants the aforementioned chairs for a period of ten (10) years of multi-shift use to the original purchaser; the company will repair or replace at its option factory defective structural and mechanical parts with comparable product, without charge. This warranty is for multi-shift applications with persons weighing less than 350 lbs.

Only Upholstery fabrics with an abrasion resistance performance rating of 150,000 double rubs or more are warranted against wear through and foam deterioration for a three (3) year period of multiple shift use.

Claim Process

Should parts fail for any model during normal use within the applicable warranty period, please provide 9to5 Seating with a description of the failure and proof of purchase (Sales Order number located on the bottom of the chair) and if necessary you may need to return the defective part, freight prepaid to 9to5 Seating for inspection, repair and/or replacement with comparable product, together with a copy of original sales receipt. Please do not send parts without prior authorization.

For products ordered on or after July 1, 2017, 9to5 Seating will pay the **pre-approved** labor costs to repair or replace defective parts, up to 12-months from the date of shipment from 9to5 Seating, excluding the @nce series product. All payments for such pre-approved labor cost will be in the form of a credit to an active company account.

Send Parts to:

9to5 Seating - Warranty Department
3211 Jack Northrop Avenue
Hawthorne, CA 90250

9to5 Seating will inspect the part in question, repair or replace with a comparable product at its option any defective part at no charge to the original purchaser and return defective item thereafter. This warranty does not apply to product or parts of the product that have been subjected to misuse or abuse, accident, alteration, unauthorized repair or which have been damaged in transit. You agree to indemnify and hold harmless 9to5 Seating, its officers, directors, shareholders, employees, and agents from any actions, claims, demands, damages, liabilities, costs, and strict liability in tort or contract, or any other legal theory arising out of the misuse or abuse, alteration, or damage in transit of the product.

Limitation of Liability

Under no circumstance, including but not limited to breach of contract, breach of warranty or negligence, shall 9to5 Seating be liable for lost profits, loss of goodwill, stored data, general, special, consequential or exemplary damages, even if 9to5 Seating had notice of these damages or they were foreseeable. 9to5 Seating shall not be responsible for verifying dealer's or customer's description of needs, data, or the fitness for a particular purpose of goods. 9to5 Seating's Liability in all cases shall be limited to repair or replacement of the defective parts with a comparable product. Should a comparable replacement not be available, 9to5 seating maximum liability will be limited to the original purchase price of the product. Damages resulting from misuse, abuse, alteration, negligence, or accidents are not covered under this warranty.

9to5 Seating 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 9to5 Seating be liable in either tort or contract for any loss or direct, special, incidental, consequential, or exemplary, damages.

EXCEPT AS OTHERWISE PROVIDED, 9to5 Seating MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ANSI/BIFMA

The Business and Institutional Furniture Manufacturer's Association (BIFMA) has developed tests which have been approved by the American National Standards Institute (ANSI) for determining the strength and durability of seating in its everyday use; this statement does not serve as a warranty or guarantee. 9to5 Seating products found within this price list generally meet or exceed applicable BIFMA and ANSI standards.

Warranty Exceptions:

- Color-fastness or matching of colors, or textures occurring in leather, or other materials that naturally exhibit inherent color variations
- Product normal wear and tear, which is to be expected over the course of ownership
- Damage caused by the carrier in-transit, which will be handled as separate terms and/or claims against the carrier
- Damage caused by delivery/installation contractors, which will be handled as claims against the designated company
- Failures and damage which result from negligence, abuse, accident or misuse
- Damage by markings or staining; damage by sharp objects or imprinting from instruments
- The warranty is limited to replacement or repair and does not cover cost of transportation, or installation labor.
- Products exposed to extreme hot and cold temperatures or excessive dry environments
- Damage of textiles from exposure to sunlight and UV rays
- Products that were not installed used or maintained in accordance with product instructions and warnings

9TO5 SEATING RESERVES THE RIGHT TO MAKE CHANGES IN DESIGN AND CONSTRUCTION OR DISCONTINUE PRODUCTS WITHOUT PRIOR NOTICE.

9TO5 SEATING RESERVES THE RIGHT TO MAKE CHANGES TO THE LIFETIME WARRANTY OR PRICE BOOK WITHOUT PRIOR NOTICE.

Since textiles vary in the weave, thickness and memory, some creasing and/or gathering may occur during the upholstery application process. Due to natural variations over which we have no control, all chairs are sold subject to minor irregularities of color, surface, grain, and texture. Textiles are sold subject to minor variations in color. Because leather is a natural product, variations in texture are common and should be expected. Leather will contain natural markings such as neck wrinkles, scratches, backbone marks and stretch marks. These distinctions give leather its unique characteristics and are considered to be part of the natural beauty of leather.

General Information

Hours

Order Desk: Monday - Friday - 6:00 a.m. to 5:00 p.m. P.S.T.

Shipping & Receiving: 8:00 a.m. to 4:00 p.m. P.S.T.

Condition of Sale

Possession of the price book does not necessarily constitute authority to purchase.

Minimum Order Size

No minimum order required. Orders of 4 chairs or less will be charged \$15 per chair net shipping charge with the exception of the Sophie series which requires a 4 model unit minimum (excluding tables and accessories). A shipping surcharge of \$100 net will apply to shipments of 3 model units or less.

Payment

9to5 Seating accepts all major credit cards, company checks, cash, and terms payment for approved accounts. Credit card payments are subject to a 3% service charge. A \$35.00 fee will be charged for returned checks.

Terms

Standard terms are net 30 days from the date of invoice. Please respect these terms in order to protect your competitive pricing. Credit terms may be changed or canceled at 9to5 Seating's discretion. All new accounts are required to remit a 50% deposit of the initial order's total dollar value prior to the order entry, and the balance must be paid at the time of pick up or release to common carrier. A line of credit may be established upon acceptance of satisfactory references and the completion and signing of credit application. The customer will be liable for any cost incurred in attempting collection of past due amounts, including attorney fees, whether or not a lawsuit is filed. Past due accounts are subject to a 2% per month (24% per annum) late charge, or the maximum amount permitted under local law, for each thirty days, or part thereof; the outstanding balance remains unpaid beyond the thirtieth day after invoice date. Withholding of payments, because of carrier damages, shortages or other disputes is illegal and subject to charges. Orders delayed due to credit hold will be rescheduled for production once the order has been credit released. A new lead time will be given at that time. Please contact customer service to coordinate details.

Prices

All prices are suggested retail and are subject to change without notice. We make every effort to notify all customers of such changes. Prices in effect at the time of shipment will prevail. Please refer to our online price book for the latest changes including product drops and additions.

Order Acknowledgement

An order acknowledgment will be faxed or emailed within 72hrs to you upon receipt of the order to confirm quantities, items ordered, and prices effective at the time of the order acceptance (prices may vary from the published list) unless there is a credit issue or you are otherwise contacted. Be sure to read these acknowledgments and contact us immediately if incorrect.

Shipping

Complete and specific instructions for shipping should be given at the time an order is placed. Orders that do not have specific instructions will be routed by the best method of shipment in accordance with the judgment of our traffic department. ANY changes to shipping instructions must be faxed or emailed to our office. Shipping weight and cubic dimensions shown in our price list are subject to variation.

Standard shipments are made via common carrier unless otherwise requested by the customer. Special routing requests made by the customer or the consignee may result in additional charges.

Standard deliveries are dock-to-dock and are scheduled to occur Monday through Friday between 8:00 AM to 4:30 PM. 9to5 Seating reserves the right to charge the customer for non-standard customer delivery requirements that may include delivery appointments, drop shipments, inside deliveries, residential, limited access, or requests for trucks with lift gates. Additional charges may also be incurred for redeliveries or re-consignments if the initial delivery cannot be made for any reason. 9to5 Seating will not be held responsible for issues or costs to the customer arising from carrier transit delays or missed appointments. For information concerning these charges, please contact Customer Service.

Service Charges

Below is a list of frequently requested Service Charges:

Call prior to delivery for verification. This is not a delivery appointment (no charge).

Reconsignment fee of \$50 will be applied when changing consignee address after shipment has been tendered to a carrier

Liftgate delivery (no dock) \$65

Shipments to schools, churches, military bases, residential addresses \$65

In the event that no one is available to receive a shipment and a redelivery is necessary, a charge of \$65 to \$150 will be billed to the customer for redelivery. The charge depends on the carrier.

9to5 Seating strives to use the best shipping method possible for every shipment. The factory may ship an order fully assembled and bagged, however, this is not standard for all shipments. If you require blanket wrap delivery, you must contact 9to5 Seating to confirm this shipment method and confirm that the order acknowledgment sent to you reflects 'AB' as the shipment method. Additional charges may apply.

Limited access locations where a dock is difficult to access with a 53 ft. trailer will be charged minimum \$65.

Guaranteed Delivery and Delivery Appointment

Shipments are not guaranteed. Guaranteed service is available at an additional cost. Please contact Customer Service for more information. We will work to arrange a specific delivery time with the carrier. Service guarantees contracted with the carrier are done solely at the request of the customer and 9to5 Seating in no way assumes responsibility financially or otherwise for any costs incurred by the customer as a result of a carrier's failure on a guaranteed shipment. In the event of a carrier's failure on a guaranteed shipment, the associated guaranteed service fee will be removed.

Expedited Freight

Expedited service is available at an additional cost. Please contact Customer Service for more information.

Drop Shipments

9to5 Seating will not drop ship without prior approval. Additional charges may apply; contact Customer Service for additional information.

Condition of sale

Will Call

Will Call orders will receive notification once orders are ready to be picked up. Customer will have 3 business days from notification to pick up the order. If the order is not picked up within this time frame, the order will be invoiced, and storage charges will start at a rate of \$30 per each business day until the order has been picked up.

Freight Damage or Shortage

Before accepting a shipment from the carrier, check the boxes for visible damages. If a shortage or damage occurs during transit, it should be noted on the freight bill of lading at the time of delivery, and a claim filed within 7 days from receipt of the product. If concealed damage is discovered after delivery, request inspection from the delivering carrier IMMEDIATELY and save all packing materials until the inspection is made. Contact customer service as soon as possible to report damage or shortage.

For all Will Call orders, make sure to inspect merchandise thoroughly. 9to5 Seating will not be liable for any damage or shortage to merchandise after it has been signed for at our dock.

9to5 Seating will not be liable for any installation costs that result from freight damage.

Cancellations & Returns

Due to immediate production scheduling, orders which have entered any stage of production cannot be canceled. All 9to5 Seating chairs are made to order, custom designed chairs and are not "off the shelf." Requests for cancellation are not accepted until confirmed by 9to5 Seating. Product may only be returned after receiving a Return Merchandise Authorization number from 9to5 Seating. Returns are subject to restocking charge equivalent to 35% of the net order plus freight. Unauthorized returns will be refused.



Warranty

10 Years on all products.

AMQ's warranty will include both parts and labor for all seating sold by Midwest Commercial Interiors under the State of Utah's Value Seating Contract MI8032.

5 year warranty on ACTIV and KINEX mechanical parts.
Custom products have a 1 year warranty.

For warranty claims, please contact the AMQ Customer Care team at cc@amqsolutions.com or call (877) 807-0370.

This warranty is based on normal installation and use of the product in an 8-hour shift.

This warranty does not apply to:

- Damage in shipment caused by a carrier
- Defects caused by improper installation
- Products subject to improper use and conditions
- Customer modifications to the product
- Any product that has been modified, altered, tampered with or repaired by any person other than an authorized representative of AMQ Solutions
- Normal wear and tear
- Labor charges and/or damage incurred in the installation, repair, or replacement of any products are excluded. AMQ Solutions will replace the product if the claim is approved.

AMQ Solutions obligation under this warranty is limited to replacing any product or part that it determines to be defective after inspection by its authorized representative, following receipt of written notice of the defect from the purchaser within the warranty period. This warranty shall apply to the original purchaser only, is non-transferable, and is not applicable outside the United States, Canada, and Mexico.

Freight Claims

Freight Claims must be filed within 10 calendar days from the date of delivery. Pictures of damaged goods and the original cartons are required and must accompany the claim.

Product Design

The right is reserved by AMQ Solutions to make changes in design and material, as well as discontinuance of parts and units when such action is deemed to be an improvement in design, function and/or construction.

MI18032 OFS BRANDS Qualifications and Warranty

3.2 WARRANTY

OFS Brands exceeds the minimum warranty requirement of 10 years by offering the majority of our value seating items a Lifetime or 12 year warranty.

Warranties will be posted on the dedicated webpage. Currently it is available on our public website via by selecting the "Information" tab and can be accessed using the following link: <http://ofsbrands.com/documents/warranties>. The same warranty documents are included in the price lists.

OFS Brands Inc. had approximately 2858 claims against our Value Seating products. Our company wide overall warranty claims were less than 0.82% of all products shipped returned for a replacement or repair.

Labor, delivery, and installation are managed through our authorized dealers at no charge to the client.

In the case of discontinued items, OFS Brands will repair or replace defective components with equivalent components, if available.

Warranty document follows.

OFS Brands Inc. Seating (also known as Highmark Seating) Warranty

Highmark products are manufactured with careful attention to detail and with an ongoing commitment to achieve a level of quality that is free of defects in materials and workmanship. In an effort to stand behind this philosophy, Highmark hereby warrants, to the original purchaser of the product and from the original date of purchase, the following:

FOR ACEN, AIRUS, BOLERO, CAMBER, EMMÉ, FINO, GENUS, HB, INSYNC, INTOUCH, KADET, MODELA, REPOSE, REVEL, VALENCE, CIRO, INTU, LYNX, QUICKSTACKER, TEAM UP AND TEN CHAIRS

- Lifetime warranty on everything, except upholstery*
- 5 years on upholstery*
- This warranty is for standard commercial use, which is considered to be a standard eight hour work day, five days a week.

FOR BOLERO, EMMÉ AND INSYNC CHAIRS (WITH HEAVY-DUTY UPGRADE)

- 10 year warranty on everything, except upholstery*
- 2 years on upholstery*
- This warranty is for 7 day, 24 hour multi-shift commercial use.

THE WARRANTY

Should any product fail, the defective product must be returned to Highmark or one of its authorized dealers, freight prepaid, with proof of original purchase. Written authorization must be obtained before shipping the product directly to HIGHMARK. For products shipped directly to Highmark, Highmark will repair or replace the part(s) or product at its discretion. If the product is returned to an authorized dealer for repairs, Highmark will provide the materials to repair the product free of charge, including transportation costs.

FABRIC, VINYL & LEATHER VARIATIONS

- Seating upholstered in fabric, vinyl or leather is sold subject to normal variations and/or irregularities in color, texture and grain.
- Highmark is not responsible for slight differences in fabric color due to supplier dye lot differences on large orders or on repeat orders placed at later dates from the original order.

PRODUCT DESIGN & DISCONTINUED PRODUCTS

Highmark reserves the right to make alterations in design and construction or discontinue products without prior notice. If items are discontinued, Highmark reserves the right to repair or replace defective components with equivalent components, if available. Highmark will provide a prorated credit for warranty items that are discontinued and are no longer available.

LIMITATION OF LIABILITY

EXCEPT AS OTHERWISE PROVIDED, HIGHMARK MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Under no circumstances, including but not limited to breach of contract, breach of warranty or negligence, shall Highmark be liable for lost profits, loss of goodwill, stored data, general, special, consequential or exemplary damages, even if Highmark had notice of these damages or they were foreseeable. Highmark shall not be responsible for verifying Dealer's or customer's description of needs, data, or the fitness for a particular purpose of goods. Highmark liability in all cases shall be limited to repair or replacement of the defective parts, or the purchase price of the product. Damages resulting from misuse, abuse, alteration, negligent use, accidents or lack of maintenance are not covered under this warranty.

For labor reimbursement, please refer to our PAL Program Form found on our website or call customer service at 800.441.4975.

* Upholstery = HIGHMARK Fabric, Vinyl, Leather, Mesh or Knits and all filling materials (Foam, Dacron). Customer's Own Material (COM/COV/COL) is not covered by upholstery warranty.

POSSESSION OF THE PRICE LIST DOES NOT CONSTITUTE AN OFFER TO SELL.

WE RESERVE THE RIGHT TO MODIFY PRODUCTS, PRICES OR DISCONTINUE ITEMS WITHOUT PRIOR NOTIFICATION.



DAUPHIN

VALO[®]
by DAUPHIN

April 3, 2018

Valo Seating will cover both parts and labor for Valo seating sold by Midwest Commercial Interiors for the State of Utah's Value Seating Contract MI8032 for a 10 year period.

Carl Rosin



Regional Business Manager

Date: This price list supersedes all other price lists effective June 1, 2016.

Ordering Information: Orders may be placed by fax, or e-mail.
 Fax: 800.220.3844
 E-mail: info@valofurniture.com
 All orders are subject to credit approval.
 Orders cancelled after production has been scheduled are subject to a 30% cancellation charge. Once orders have entered production, no cancellations will be accepted. No cancellations will be accepted for custom orders.

Prices: Prices are listed in US dollars (\$). Customers paying in Canadian dollars (\$) must refer to www.valofurniture.com for the most current financial exchange surcharge. Prices are F.O.B. destination within the 48 contiguous United States, (Alaska, Hawaii, and Puerto Rico, please contact Customer Service for freight costs), or within the Provinces of Canada. For Canada, FOB will be to the City of the Canadian Dealership. Ownership passes to consignee F.O.B. our factory. Prices do not include storage or insurance charges, sales or other taxes, or inside delivery uncarting and installation costs. Prices and specifications are subject to change without notice and orders are subject to prices prevailing at the time of submission. Orders with extended delivery dates are subject to special pricing. Orders for non-warranty parts only are priced F.O.B. factory.

Product Assembly: Some products ship unassembled and assembly may be required. Please refer to specific product page for more information or contact Customer Service at 800-631-1186 or info@valofurniture.com.

Special Delivery Requirements: Orders ship by UPS, FedEx, DHL or common carrier. If a specific delivery date and time is required or if inside delivery is requested, a special delivery charge may be required. Please check with Customer Service to determine the relevant charge for each requirement. Shipments requiring carrier to "Call Before Delivery" will be subject to a minimum net additional charge of \$30. Re-consignment of freight after orders have been shipped will be subject to a net additional charge of \$95 and may be subject to other freight charges depending on destination. Shipments requiring a specific time and date of delivery are available, pricing available upon request.

Materials: Due to natural variations over which we have no control, all products are sold subject to normal variations or irregularities of color, surface grain or texture. In as much as fabric mills and tanneries do not guarantee their products, Valo shall not be held responsible for wear, fading or performance of any covering material beyond the stated warranty, and under no condition assumes responsibility for COM and COL. Minimum wrinkles in leather and some other fabrics cannot be completely avoided and are not considered defects in materials or workmanship. Some fabric and leather can appear loose with comfort wrinkles when upholstered and over time. Leather may require additional upholstery sewing seams.

- Customers Own Material COM/COL:**
1. COM Yardage requirement is based on 54" wide covering material. If the pattern requires matching, please contact Customer Service with repeat dimensions for a calculation of additional yardage required and/or additional charge for matching.
 2. A completed copy of the COM/COL form must be submitted together with a fabric/leather swatch for each item ordered which requires non-Valo covering materials.
 3. Valo reserves the right to reject COM if it is considered unsuitable for upholstery.
 4. Lead times are effective from the date we receive COM.
 5. COM must be shipped freight prepaid to Valo, Boonton, NJ and packages should be clearly marked with the following information:
 - Dealer's firm name and purchase order number.
 - Valo model number and quantity.

Specifications: Valo reserves the right to make changes in price, dimensions, design, and/or construction or to change terms and conditions without prior notice.

Dimensions: All dimensions are approximate.

Damages in Transit: Product received in clearly damaged cartons should be refused. In the event that the shipment with damaged cartons is accepted, it should be signed for as "damaged freight". Please immediately contact Customer Service to report the damage. Documentation including digital pictures of any damage will be required for claim processing.

Returns: Please contact Customer Service for approval of any return and to obtain a Return Authorization (RA) number. Returns will not be accepted without prior authorization. All merchandise will be inspected before credit is issued. Any merchandise found defective in material or workmanship by our Inspection Department will be repaired or replaced at our option. All returns are subject to a 30% restocking fee if not our error.

Storage: If a customer requests a delay of a shipping date on an order already in production, the order will be invoiced immediately upon completion. The invoice must be paid under normal terms. In addition, there will be a storage charge equal to 10% of the invoice per month until shipped.

Lifetime Warranty: Valo warrants its products to be free from defects in material and workmanship for as long as the original customer owns and uses the product under normal single shift office conditions. If a product is defective, and if written notice of the defect is given to Valo within the applicable warranty period, Valo, at its option, will replace the defective part or product with a comparable component or product. The warranty applies to all products, and parts except as noted below:

Item	Warranty Period
Seating mechanisms and other moving parts	5 years
Foam, Valo fabrics and upholstery materials	3 years
Stacking and Side Chair Frames	10 years
Lighting and Electrical	1 year

This warranty does not apply to defects from normal wear and tear, accidents, negligence, abuse, shipment, handling, storage or environmental conditions nor does it apply to "Customer's Own Materials" or to product not assembled in accordance with the assembly instructions. Also, this warranty does not apply to the labor to make good the defect in any manner. Defective product must be returned to Valo, at their request. Any modifications to our products made by the purchaser, purchaser's employees or agents, voids this warranty. All claims under this warranty must be made by the original purchaser within 30 days of alleged defect. This warranty is the customer's sole remedy for product defect. No other expressed or implied warranty is provided. Valo is not responsible for any consequential, economic or incidental damages arising from any product defect.

via seating warranty statement

via seating has one of the strongest warranties in the industry. **via seating** warrants to the initial purchaser, that product will be free from defects in its materials and craftsmanship found during normal single shift usages; single shift usage is five (5) days a week, eight (8) hours a day for the following warranty periods. This coverage shall be effective for the applicable time period beginning from date of original sale.

unless otherwise specified, all components are covered by via seating's warranty – including foam

warranty coverage defined as:

- All **via seating** products - INCLUDING **VIA SEATING** FOAM - are warranted for 12 Years. Please note exceptions below:

24/7 shift applications: 12 year warranty coverage

- 12 Years – Brisbane HD, 24/7 (2 years for fabric) – Genie 24/7 – (5 years for mesh)
- 12 Years – Vista Classic, Vista II

other exceptions

- 10 Years – Vista Classic, Vista II – with casters
- 6 Years – Astro, Chico, Edge, Legola, Sienna, Splash, Sutro, Zee
- 5 Years – QS leathers and fabric, 4U, 4U Groove welded fabric, Genie™ mesh, Sierra, Swopper, Tahoe
- 3 Years – 3Dee, muvman, oyo, oyo living
- 2 Years – Mesh back fabric (Proform, Riva, Run II, Vista II, Voss), Run II patchwork mesh

purchase/use of mesh guards increase warranty to 5 years for mesh backs on the Riva, Voss & Proform series

- 2 Years – Mechanical lumbar

Products covered by this warranty will be either repaired or replaced at **via seating's** discretion. Product repair or replacement of any defective part is the customer's exclusive remedy for any and all product defects. **via seating** will pay for warranty repair costs that are pre-approved when shown to be a result of a defective part. Such payment will be made in the form of a credit to an active authorized **via seating** dealer account. Should **via seating** and customer agree that repair or replacement of a chair is impractical, or impossible any and all warranties shall expire, **via seating** accepts no other responsibilities or liabilities. The user shall be responsible for all maintenance service, which includes but not limited to: lubricating and cleaning of the product, assembly, adjustment, checking all screws every six months and performing operation checks. Only those items free of misuse, abuse, accident, alteration, unauthorized repair, or damage by fire, flood, or other acts of God will be covered. This warranty applies to all **via seating** products manufactured after January 1, 2017. There are no other warranties, expressed or implied, other than those specifically described here.

not covered under warranty:

- COM/COL textiles
- Matching of colors, patterns or dye lot, including; minor variations, color matches to swatches used for specification purposes and/or prior purchases
- Products specified outside of those shown in this price list
- Products that have unauthorized repair or alteration
- Products not used, maintained or installed in accordance with **via seating's** applicable guidelines
- Products exposed to conditions deemed extreme i.e. environments other than "normal commercial, indoor office" spaces
- Products sold by unauthorized **via seating** dealers or second hand/refurbished products
- Variations of leather; dye lots, environment marks, scars, bites, rubs, wrinkles, stretch marks, pattern markings, etc.
- Samples, floor/showroom samples, road samples

warranty claims

- Do not return the product without prior Return Material Authorization (RMA) from **via seating**
- Send a written notification (with pictures) of the defect to **via seating** along with a copy of the original invoice in order to generate a Return Material Authorization
- Please contact **via seating** customer service at 1-800-433-6614 for details or email warranty@viaseating.com

ANSI/BIFMA compliance

- **via seating** Products - **via seating** designs and manufactures all of its products in accordance with the ANSI/BIFMA standards
- Motion Products - aeris GMBH manufactures all of these products in accordance with European DIN standards

product design

- **via seating** reserves the right to make changes in design and construction or discontinue products without notice
- All dimensions noted herein are approximate and subject to slight deviation