

## General Warranty Information

This SURFACETECH (herein the company) warranty is extended for the period after the date of purchase by the original purchaser and is extended only to the original purchaser of the product and may be enforced only by such purchaser. This warranty is not transferable and expires if the product is resold or otherwise transferred. To ensure durability and longevity of the product, it is important to clean and care for the merchandise. Refer to our Care & Maintenance Manual. Warranty may be voided if proper procedures are not followed.

## Limited Warranty

Company warrants products against defective material, structural defects, and workmanship (see specific product categories below for complete information). Warranty does not apply to any product which has been altered, subjected to misuse, negligence, accident, or used for rental purposes. This warranty is a limited warranty and applies to the original purchaser only. Proof of purchase is required. Photographs may be required in certain instances. Warranty coverage begins on the date of the shipment. Freight charges are not covered under warranty. To make a claim under this warranty, contact Company customer service at 800.915.8890 or email at [customerservice@surfacetech.com](mailto:customerservice@surfacetech.com). All Company products are manufactured to order through a “made to order” manufacturing system. This means items cannot be returned to stock. DO NOT return merchandise without written authorization. Contact Company for a Return Material Authorization. Company will, at its option, repair or replace, the product covered by this warranty, or a portion of the product that is found to be defective in material or workmanship during the warranty period. Once warranty claim is approved, product repaired or replaced by Company is subject to standard production process. Estimated lead time will be provided during the warranty claim process. Any repair or replacement under this warranty shall not extend the warranty period. The above warranty is exclusive and in lieu of all other express warranties, whether oral or written, expressed or implied.

Company shall not, under any circumstances or under any legal theory, be liable to the purchaser or any other person for special, incidental, or consequential damages of any nature including without limitation damages to, or loss of use of property, damages for loss of profits or revenues or any other damages arising from the original purchase. Company’s liability will in no event exceed the purchase price of the product. Company reserves the right to make changes at any time without notice, to prices, models, materials, colors, and specifications. These warranties do not apply to any product that has been altered, or subjected to misuse, negligence, or accident. Company herein extends no other warranties, expressed, depicted, or implied, including a warranty of merchantability or fitness for a particular purpose. Company shall not be liable for loss of time, inconvenience, commercial loss, or incidental or consequential damages. No warranties other than those contained herein will be implied. Company does not authorize any person to change or alter any warranties other than those contained herein, and we neither assume nor authorize any person to assume for us any other obligation of liability in connection with our products.

## Owner Responsibilities

Periodic inspection and maintenance are required: bolts and screws must be kept tight; levelers, gliders, and casters must be inspected and adjusted or replaced as necessary. Defective furniture must be withdrawn from service immediately. Please contact Company for consultation. Failure to maintain products can void warranty.

## Shipping Damage Claims (Please refer to Receiving/Inspection Procedure Guidelines)

Shipping will be made via Company preferred carrier(s) unless customer carrier preference is indicated on purchase order. If the carrier indicated does not serve Company point of shipment, we will make shipment by most practical way. Company is not responsible for damage in transit, or delays in transit. Variances in order quantities, specifications or damages must be communicated to the Company within 24 hours of receipt of order. Any shortage, or sign of damage, should be noted on the freight bill before accepting delivery. If damage is discovered after receipt/delivery, purchasers should notify the company and carrier at once to request inspection and claim instructions. Concealed damage claims must be filed within 24 hours of receipt of shipment with the carrier. Refusal to accept goods from the carrier does not relieve purchasers of responsibility for payment and filing claims in the prescribed manner. All goods become the property of the purchaser upon delivery to the carrier. Reporting of variances or damages past one week of receiving the items significantly reduces the chances of a successful freight claim. Shipping damages reported after 30 days of receipt will not be covered under warranty.

## General Warranty Materials

## **Wood Products**

All wood products are warranted against failure for a full one year from date of shipment. Applies to indoor use only.

Solid wood products are manufactured in a humidity-controlled environment. It is important that they are installed as soon as possible in a climate-controlled environment or stored in a warehouse with a humidity rating of 40-60% and a temperature of 60 to 75 degrees Fahrenheit. Wood products exposed to the elements or stored outside or in non-climate-controlled containers are subject to warping, cracking or splitting and can void any warranty. Company has no control and cannot warranty the variations in graining, color, scars, texture and pattern of wood or oxidation which may occur because of dye lot, exposure to light, natural aging, and maturation of wood. Wood finish failure is excluded from any warranty if alcohol-based cleaners or wipes are used.

## **Laminated Products**

All laminated tabletops, casework and laminated products are warranted against failure of delamination for five years from date of shipment. Applies to indoor use only. All laminate materials are subject to warranty offered by the respective manufacturer only. Warranty is void if product is exposed to high moisture content or excessive heat.

## **Fiberglass Products**

All fiberglass manufactured products are warranted structure failure for ten years from date of shipment.

## **Upholstery**

All products manufactured of Upholstery are warranted against structure failure for five years. All fabrics are subject only to the warranty offered by the respective upholstery mills and are not covered by the standard Company limited warranty. Company will not be responsible for labor costs related to repairs or re-upholstery of defective textiles or vinyl.

Company will assist the customer in the processing of claims against the upholstery manufacturers and aid in locating qualified labor to facilitate the repairs. Cuts or tears detected after signing for receipt of upholstered products are not covered. Company will not be held responsible for wear, fading, performance, appearance, behavior, flame retardancy or durability of any fabrics or leather supplied by the Customer. COM or COL fabrics are not covered under Company Warranty. Consult with upholstery material suppliers for performance criteria and suitability of individual materials.

## **Solid Surface / Stone**

All products manufactured in Solid Surface or Stone are warranted by the respective manufacture for default in raw material for five years. Structure and fabrication are warranted by Company three years as long as the installation was completed within the material manufacture's installation guidelines. Natural stone products are sold subject to irregularities of color, surface variations, veining or texture.

## **Back Painted Glass**

Company warranty covers peeling, delaminating & color fade for one year. Glass can include some inherent imperfections, (i.e., scratches, small dirt particles) often located within the layers of the glass. The degree of visual impact once painted, can vary based on location and color selected. We strive to minimize this presence on our finished tabletops but because it is the nature of glass, these imperfections may appear, but are not considered a material defect and therefore not subject to replacement under warranty. Glass breakage for any instance, is not covered under Company warranty.

## **Foam Products**

Foam is warranted by the foam manufacturer for a period of two years.

## **Composite Materials**

All products manufactured with composite materials are warranted against failure of delamination, discoloration for three years from date of shipment.

## **T-Mold / 3MM**

All products manufactured using T-Mold edging are warranted against failure of discoloration for five years from date of shipment.

## **Components**

Components not manufactured by the Company are covered by the specific individual manufacturer's warranty. These items include, but are not limited to: Laminates, Pulls, Hinges, Latches, Slides, Swivel Mechanisms, Power Units, Audio Components, Lamps/Lighting, Mechanical Devices, Electric Control Panels, Slide Swivel Mechanisms, Keyboard Trays, casters, and other moving components. Height Adjustable Components manufactured by Company are warranted for two years from date of shipment.

## General Warranty Materials “Cont’d”

### Imported Products

SURFACETECH manufactures majority of its products. If imported products are used, imported products are warranted against failure for a full one year from date of shipment.

### Steel Products

All products manufactured of steel are warranted against structure failure for a minimum of 5 years. Finishes are warranted for one year. Applies to indoor use only.

### Aluminum Products

All products manufactured of aluminum are warranted against structure failure for five years. Finishes are warranted for one year. Applies to indoor and outdoor use.

## General Warranty by Product Category

Product Category	Structure Warranty	Finishes Warranty
Booths Upholstered/Wood	5 Years	1 Years
Booths Upholstered/Steel	10 Years	1 Years
Booths-Fiberglass	10 Years	3 Years
Booths-All Metal	10 Years	2 Years
Chairs / Stools-Wood	3 Years	1 Years
Chairs / Stools-Metal	5 Years	1 Years
Chairs / Stools-Aluminum	3 Years	1 Years
Lounge Upholstered / Wood	5 Years	1 Years
Lounge Upholstered/Steel	10 Years	1 Years
Lounge-All Metal	10 Years	2 Years
Outdoor Seating	5 Years	1 Years
Cabinetry (non-mobile)	5 Years	1 Years
Tabletops-Laminate	5 Years	1 Years
Tabletops-Wood	1 Years	1 Years
Tabletops-Solid Surface	5 Years	1 Years
Tabletops-Stone	5 Years	1 Years
Table Bases-Freestanding Steel	5 Years	1 Years
Table Bases-Core drilled Steel	10 Years	1 Years

*Finishes: Paint, stains, topcoats, and hardware*

## Exclusions From Warranty:

### Company Limited Warranty does not apply to:

- Damage caused by transportation company.
- Products that have been subject to abuse, misuse, neglect, alteration, damage or inexpert installation, damage from excessive wear misuse or negligence.
- Structural modification, dismantling and reinstalling, or improper use or storage of our products.
- Changes in surface finishes, including colorfastness due to aging, extended exposure to sunlight, improper care or cleaning.
- Products that have been exposed to dramatic temperature or humidity variations.
- No warranty is made with respect to non-standard materials selected by and used at the request of the customer.
- Normal wear and tear
- Customer’s own material (COM)
- Any product cleaned with a solvent-based and/or abrasive cleaner.
- Products that were not installed, used, or maintained in accordance with product instruction.