

# International 8-year manufacturer's warranty

Without prejudice to the legal warranties provided under national law, Steelcase (Steelcase Inc. and its affiliates and subsidiaries) warrants that its commercial products are free from defects in materials or workmanship for a period of **eight (8) years as of date of delivery** for the *Steelcase®* brand (with the exceptions and exclusions specified below).

Steelcase will repair or replace with comparable product, at its option and free of charge (for material and components) any product, part or component which fails under normal use.

## Exceptions

- **5 years:** Standard Textiles, upholstery (chairs and pedestals), non-electrical user-adjustable worksurface mechanisms, office partitions doors and their frames and mechanisms, all other mechanisms (including seating mechanisms), foam, Steelcase wood veneer, and other covering materials, LEAP 24/7 chair with 24/7+ fabric in 3 shifts use.
- **3 years:** Leather and acrylic from Steelcase (including armrest covers) ; LEAP 24/7 with Fame fabric in 3 shifts use ; Attesse « Image & Management » products ; media:scape : switching components, control modules, cables and personal user control key (PUCK) ; RoomWizard II.

- **2 years:** Electrical desk adjustments, Markerboards, venetian blinds, replacement parts (or the balance of the original warranty period, whichever is longer), for « Worktools »: gas lifts and special products. For « Worktools » and Attesse «Image & Management» products: electrical components, electronic components and lighting elements.

## Exclusions

This warranty does not apply to product failure resulting from:

- normal wear and tear,
- failure to apply, install, reconfigure, or maintain products according to published Steelcase instructions and guidelines,
- abuse, misuse, or accident, or repeated knocks, for example by rigid armrests against veneered desk edges,
- alteration or modification of the product,
- use in more than a single shift per day ; in which case, the warranty is reduced accordingly (except for the LEAP 24/7 chair – see Exceptions section).

### *The following products and materials are not covered by this warranty :*

- Products considered consumables (e.g. lamps and ballast),
- Customer's Own or non-standard textiles and Materials (COM),

- Variations occurring in surface materials (e.g. colourfastness, sheen on veneer surfaces or matching grains, textures and colours across dissimilar substrates and lots),
- Other manufacturer's branded products (Steelcase shall apply the warranties of other manufacturers – including customer-specific fabric – to the extent possible),
- Armrests covered with leather.

Steelcase reserves the right to request that the damaged product be returned before replacement.

This warranty applies only to products delivered in Europe, Middle East, Central Asia and Africa (except UK & Ireland).

This limited warranty shall be the only remedy against the manufacturer in the event of any product defect, to the exclusion of any warranty granted additionally by the distributor.

The liability of Steelcase shall be strictly limited to the aforementioned obligations and it is expressly provided that Steelcase shall not be liable for consequential or incidental damages or operating losses.