



# Limited Product Warranty

## Systems

**SIS** systems furniture is warranted from the date of purchase, against failure due to material and workmanship as follows:

- Lifetime on metal, plastic and wood component parts
- 5 years on electrical, lighting, laminate worksurfaces and moving parts
- 3 years on fabric

## Casegoods

- 10 years against failure due to materials and workmanship
- Laminate finishes = 5 years
- Veneer finishes = 3 years
- Ascend II Electric Height Adjustable = 5 years
- Ascend II Single-Motor Base = 3 years
- Ascend II Monitor Arms = 3 years
- PHAT Tables Pneumatic Height Adjustable = 3 years
- Desk Risers warranted 1 year
- Electrical/USB Power Stations (EXPPOW1, TUXPOW1) are warranted for a period of 1 year

## DesignLab

- Gaming desks and chairs = 3 years
- Upholstery is not warranted against routine scratching and scuffing

## Grain, color and finishes

Variation of grain and color are natural, inherent characteristics of wood, a living material. This variation is part of the beauty of real wood and anticipated in wood furnishings. Therefore, OSP® Furniture is not warranted to match in grain or color or texture. It is a natural phenomenon for wood grain to change in color as it ages, and wood finishes are not warranted for color-fastness.

## Warranty Exclusions

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons in an office environment. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, assembly, installation, attachments, accident, vandalism, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty applies to all parts, except fabric and glass, which remain three year warranty.

This warranty applies only to products purchased through authorized OSP Furniture dealers and products sold within the United States of America and the Commonwealth of Canada. This warranty does not apply to products used for rental purposes. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**It is the customer's responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by Office Star® Products.**

## \*\*\*\*\* CUSTOMERS RECEIVING INSTRUCTIONS \*\*\*\*\*

**INSPECT ON ARRIVAL** This product has been inspected and packaged with durable internal packing and external corrugated. Responsibility for safe delivery was assumed by the carrier at time of shipment. CLAIMS FOR LOSS OR DAMAGE TO THE CONTENTS SHOULD THEREFORE BE MADE UPON THE CARRIER AS BELOW.

**QUANTITY OF PIECES** Check quantity of pallets/cartons received versus freight bill. Sign only for items received. NOTE ANY DISCREPANCIES ON THE FREIGHT BILL AND REQUEST A CLAIM FORM FROM THE CARRIER IMMEDIATELY.

**VISIBLE DAMAGE** Any external evidence of damage MUST BE NOTED ON THE FREIGHT BILL OF LADING AND SIGNED BY THE TRUCK DRIVER. Failure to adequately describe external damage may result in carrier's refusal to honor a damage claim. The form to submit a claim for the damage will be supplied by the carrier.

**CONCEALED DAMAGE OR LOSS** Concealed damage or loss is that which becomes apparent only after unpacking the merchandise. The merchandise may be damaged in transit due to rough and/or excessive handling even though carton may not show external damage. OPEN ALL CARTONS ALL MERCHANDISE IMMEDIATELY. If damage is discovered upon unpacking, REPORT THE DAMAGE, IN WRITING, TO THE CARRIER WITHIN 14 DAYS OF THE DELIVERY DATE AND REQUEST AN INSPECTION REPORT. Cartons and all packing must be held for inspection by carrier. Then, file a claim with the carrier as this damage or loss is the responsibility of the carrier.

## Metal Filing/Pedestals/Storage

- Limited lifetime warranty against failure due to materials and workmanship

## Office Seating

- Lifetime on component Parts including pneumatic cylinder, control mechanism, base and casters.
- 3 years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

## Reception/Lounge Seating, Wood Guest & Active Seating

- 5 yrs structural integrity of frame • 3 yrs on seating wood finishes
- 3 years on upholstery fabric and Foam against wear and deterioration (except leather)
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use. Minor variations in color, texture and grain are a natural part of leather hides, and therefore, are not covered by this warranty.
- C.O.M. Fabrics are not warranted by Office Star® Products