

Lifetime Warranty

Allsteel Inc. warrants its products to be free from defects in material and workmanship for as long as the original purchaser owns them, except as set forth below.

Allsteel shall repair or replace with comparable product (at Allsteel's discretion), free of charge, any Allsteel product or component manufactured after March 16, 2015, that fails under normal commercial office use.

This warranty is subject to the following provisions:

Some natural variations occurring in wood, leather, or other natural materials are inherent to their character and not considered defects. Allsteel does not warrant the colorfastness or matching of colors, grains, or textures of these materials. Additionally, a Customer's Own Material (COM) selected by, and used at the request of, a user is not warranted.

The materials and components listed below are covered according to the following schedule from the date of sale:

- Wood products and electrical components (lamps and ballasts are not covered), seating controls, pneumatic cylinders, glides, casters and polymer-based components, and foam — 12 years.
- Wood seating, stacking chairs, Sum® AutoFit® technology, and laminates — 10 years.
- User-adjustable worksurface mechanisms, tablet arm mechanisms, interior wood-framed seating and lounge products, occasional tables, Mimeo™ 3D knit, Scout® mesh, panel and seating upholstery fabrics, and other covering materials — 5 years.
- Marker board surfaces and upholstery on Gather™ products — 3 years.
- #19®, Access™, Acuity®, Clarity®, Relate®, Sum, Trooper® asynchronous and synchro-tilt models, Inspire®, Scout, and Seek® and are warranted for multiple shifts and users up to 300 lbs. Mimeo is warranted for multiple shifts and users up to 350 lbs. All other Allsteel chairs and components are warranted for single-shift, 40-hour workweek usage.
- #19 chair, including components and material, is warranted for as long as the original purchaser owns the chair.
- #19, Access, Acuity, Clarity, Relate, and Seek mesh/carriers and Mimeo carrier are considered structural chair components and as such are warranted for as long as the original purchaser owns the chair.
- Undercabinet LED light — fixture warranted for 3 years; power supply warranted for 1 year
- Link™ LED light — 5 years
- Wand™ LED light — fixture warranted for 5 years; power supply warranted for 3 years
- Beyond® Movable Walls — 10 years; moving parts such as door hardware and door mechanisms — 5 years; customer's own hardware — supplier warranty

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This warranty does not apply to:

- Normal wear and tear over the course of ownership, including fabric puddling
- Damage from sharp objects (e.g., writing utensils, heeled shoes, scissors, jewelry, keys)
- Modifications or attachments to the product not approved by Allsteel
- Products not installed, used, or maintained in accordance with product instructions and warnings
- Products used for rental purposes
- Damage caused by the carrier in-transit, which is handled under separate terms
- Third-party products. Allsteel, to the extent possible, will pass through to the original purchaser (and process claims under) any warranty provided by manufacturers of undercabinet lighting, ergonomic work tools, or other third-party products supplied by Allsteel.

TO THE EXTENT ALLOWED BY LAW, ALLSTEEL MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALLSTEEL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

This warranty applies only to products sold within the United States of America and the Commonwealth of Canada. Your Allsteel Dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty, please contact your Allsteel Dealer.