Effective 15/10/2018
Revised on 16/10/2023

STEELCASE WARRANTY

for Europe – Middle East – Central Asia – Africa

(except UK / Ireland)

YOU CAN DEPEND ON US. OUR PRODUCTS. OUR SERVICES. OUR PEOPLE.

Global Products are warranted in accordance with the Steelcase® Global Products Warranty. The list of Global Products are found in the Global Products Warranty. This Regional Warranty applies exclusively to products that are not Global Products. This warranty applies only to products delivered in **Europe** (except **United Kingdom and Ireland**) including **Russian Federation**, in **Middle-East**, in **Central Asia** and in **Africa**. Without prejudice to the legal warranties provided under national law, Steelcase Inc. ("Steelcase") warrants that Steelcase® and Coalesse® brand products are free from defects in materials or workmanship for a period of eight (8) years except as set forth below. The warranty is valid from the date of delivery to the original End User and is non-transferable. Steelcase will repair or replace with comparable product, at its option and free of charge (for materials and components) any product, part or component which fails under normal use. If repair or replacement is not commercially practicable, Steelcase will provide a refund or credit for the affected product. End User means the final purchaser acquiring a product from Steelcase or a Steelcase Authorized Reseller for the purchaser's own use and not for resale, remarketing or distribution. This Regional Warranty is not applicable to Consumers who should refer to the applicable Steelcase consumer warranty.

EXCEPTIONS

SYSTEMS, STORAGE, DESKS, TABLES AND BENCHING

5 years
All non-electrical mechanisms, foam

2 years
Electrical desk adjustments, markerboards, electronic locks

SEATING

5 years
Chair gas lifts, Gesture™ and Leap™ 24/7 Chair with shifts use, foam

3 years
Gesture and Leap 24/7 Chair with Fame fabric in 3 shifts use

IMAGE & MANAGEMENT

3 years
Image and Management products, except electrical components, electronic components and light elements

2 years
Image and Management electrical components, electronic components and light elements

WORKTOOLS

2 years
Special products, electrical components, electronic components and lighting elements

SURFACES*

12 years
Intermix fabric on Karman chair

5 years
Textiles, decors and other coverings (excluding wood veneer)

3 years
Wood veneer, leather (excluding armrest covers), Coalesse glass, Fusion Coalesse surfaces, Coalesse SW_1®knit, Coalesse Elmosoft Leather, Silk fabric

*Applicable only to Standard Collection.
For Select Surfaces, please refer to the manufacturer's Warranty policy.

Steelcase Warranty for Europe – Middle East – Central Asia – Africa

(except UK / Ireland)

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, FAILURE OR LOSS RESULTING FROM:

- Normal wear and tear.
- Failure to apply, install, reconfigure, or maintain products according to published Steelcase or manufacturer instructions and guidelines.
- Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions).
- Alteration or modification of the product.
- The substitution of any unauthorized non-Steelcase components for use in the place of Steelcase components in an integrated product solution, including but not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.
- Use in more than a single shift per day; in which case, the warranty is reduced accordingly (except for Gesture and Leap 24/7 chair – see Exception section).

WARRANTY DOES NOT COVER:

- Products considered by Steelcase to be consumables (e.g., batteries, lamps, except projector lamps offer 6 months coverage).
- Armrest covers with leather are not covered.
- Variations occurring in surface materials (e.g., colourfastness, sheen on veneer surfaces or matching grains, textures and colors across dissimilar substrates and lots).
- Select Surfaces (fabric) and Customer's Own non-standard textiles and materials (COM) are not covered, except as warranted by the original supplier, for material properties including, but not limited to, quality, colourfastness, shade variations, puddling, wrinkling or abrasions.
- Other manufacturer's products (Steelcase will pass along any warranty it receives with respect to other manufacturer's branded products, including Officebricks and Viccarbe).

WARRANTY PROVIDES EXCLUSIVE REMEDIES:

- Pursuant to this limited warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Steelcase will (i) repair or, at Steelcase's option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or (ii) refund or credit of the purchase price for the affected product, at Steelcase's discretion, if Steelcase determines that repair or replacement is not commercially practicable or cannot be timely made.
  - A product "defect" means an inadequacy in the materials or workmanship of the product that (i) existed at the time when you received the product from Steelcase or a Steelcase Authorized Reseller and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product.
  - An "ordinary use" means use of the product (i) in conformance with all applicable local, state, federal or national laws, codes and regulations (including without limitation building and/or electrical codes) and (ii) in accordance with manufacturer recommendations and/or instructions in the materials and documentation accompanying the product.
  - A "Steelcase Authorized Reseller" means any dealer that (i) is duly authorized by Steelcase to sell the product, (ii) is legally permitted to conduct business in the jurisdiction where the product is sold, and (iii) sells the product new and in its original packaging.
  - A "Consumer" means any individual client who acts for its own use and for purposes that are outside its trade, business, craft or profession.
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.

In the European Union (EU), Steelcase participates in recycling networks for Waste Electronic and Electrical Equipment (WEEE) and pays for the associated administrative and recycling costs. Our EU customers are responsible for collection and delivery of WEEE to the recycler identified by Steelcase, unless this responsibility is prohibited by national law.

Steelcase reserves the right to request that the damaged product be returned prior to granting a remedy.

The warranty is non-transferable and only applies to the first-time purchaser who purchased the product from Steelcase or a Steelcase Authorized Dealer for its own benefit and not for resale, remarketing or redistribution.

WITHOUT PREJUDICE TO THE LEGAL WARRANTIES PROVIDED UNDER NATIONAL LAW, THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED CONTRACTURAL WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, PUNITIVE, OR INCIDENTIAL DAMAGES.

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