

# STEELCASE WARRANTY

## for Asia Pacific

### 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 can be 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 Asia Pacific. Without prejudice to the legal warranties provided under national law, Steelcase Inc. ("Steelcase") warrants that 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 purchaser and is non-transferable. 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. If repair or replacement is not commercially practicable, Steelcase will provide a refund or credit for the affected product.

### EXCEPTIONS

#### SEATING

##### 5 Years

All mechanisms (except Ultra), foam (except Ultra), APT chair, Ultra portfolio products (except casters, foam, adjustable arms, and pneumatic cylinders), imported Turnstone®, Coalesse™

##### 3 Years

Armrest covers, hi-wear parts, casters (except Ultra), adjustable arms (except Ultra), pneumatic cylinders (except Ultra), Ultra mechanisms, jacket hanger hook button on Personality chair

##### 2 Years

Ultra casters, foam, adjustable arms, and pneumatic cylinders

##### 1 Year

Belt on Personality chair

#### DESKS, TABLES, SCREENS AND STORAGE

##### 5 Years

All mechanisms (except Ultra), non-electrical user adjustable worksurfaces mechanisms, Stages-E Pedestal, hi-wear parts, casters, Ultra portfolio products (except mechanisms), imported Turnstone®, imported Coalesse®

##### 3 Years

Ultra mechanisms

##### 2 Years

Electrical desk adjustments, electrical components, markerboards, Ultra casters

#### WORKTOOLS

##### 5 Years

Worktools® products

##### 2 Years

Lighting elements

#### SURFACES

##### 3 Years

Standard textiles, upholstery, wood veneer, leather and acrylic from Steelcase, covering materials

##### 2 Years

Apt-chair fabric

##### 1 Year

Ultra surface materials and fabrics

## Steelcase Limited Warranty for Asia Pacific

### WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, 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.

### WARRANTY EXCLUSIONS AND LIMITATIONS:

- Products considered by Steelcase to be consumables (e.g., batteries, bulbs/lamps).
- Variations occurring in surface materials (e.g., colorfastness, matching grains, textures and colors across dissimilar substrates and lots).
- Customer's Own (COM) or non-standard textiles and materials, except as warranted by the original supplier, for material properties including, but not limited to, quality, colorfastness, shade variations, puddling, wrinkling or abrasions.
- Other manufacturer's products (Steelcase shall pass along any warranty it receives with respect to other manufacturer's branded products).

### 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 law 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.
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.

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

Warranty is non-transferable and valid only for the original 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 LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED 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, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES.