

Steelcase Maintenance and Support Services

Terms + Conditions

These terms (“Terms”) describe maintenance and support services (“Support Services”) offered to purchasers (“Purchasers”) of covered Steelcase products.

These Terms are governed by and attached to a respective Steelcase Sales Order and/or User Agreement. If there is a conflict between the Terms and the respective Sales Order or User Agreement, the documents will control in the following order: the Sales Order, the User Agreement and the Terms.

1. SUPPORT AND MAINTENANCE

1.1 Support Services. Support Services include Steelcase product maintenance, software and firmware enhancements, hardware replacements, client care, and warranty extension, when applicable, as described herein in relation to Steelcase software and firmware products and hardware products. Support Services do not include on-site support.

1.2 Modifications. Steelcase reserves the right to add, subtract or amend these Terms at any time in the event of significant changes in market conditions or if otherwise initiated by Steelcase third-party suppliers that affect Steelcase’s ability to provide Support Services.

1.3 Availability and Outages. Support Services may be subject to limitations, delays and other problems inherent in the use of the internet and in electronic and telephonic communications. Steelcase products and services may also utilize third-party services and data center solutions. Steelcase is not responsible for any delays, delivery failures or other damage resulting from such problems.

1.4 Rights and Obligations of Steelcase. Steelcase will use commercially reasonable efforts to resolve support issues to the satisfaction of Purchaser.

Steelcase retains the sole right to determine whether to revise, enhance or otherwise modify Steelcase software, and its requisite features and functionality. Steelcase shall have no obligation to support altered, damaged or modified software or hardware, or software that is not the most current release (downloaded or updated within the past 12 months). Steelcase reserves the right to implement bug fixes solely in the current version of the software.

Steelcase retains the sole right to determine whether to replace, upgrade or modify Steelcase hardware in the case of defect or malfunction, except that Purchaser will be provided with replacement hardware with at least equivalent features to replaced hardware, if such replacement hardware is available.

Steelcase shall have no obligation to support software or hardware problems caused by Purchaser’s negligence, abuse or misapplication by use of software or hardware other than as specified in the documentation (“Documentation”), or by other causes beyond the reasonable control of Steelcase; or software or hardware installed on any computer hardware or operating system not identified in the respective Documentation as supported by Steelcase.

1.5 Rights and Responsibilities of Purchaser. All Purchasers of a covered Steelcase product have the right to receive critical bug fixes, software email support, service Web Page support and other modifications to the software and Documentation that are made generally available to Purchasers without a valid Maintenance Agreement. New software and firmware enhancements will be available only with a valid Maintenance Agreement.

In order to receive the Support Services set forth under these Terms, Purchaser agrees to provide Steelcase the necessary access (to systems, log files, database files, etc.) required to provide such support and services. Failure to provide such access shall relieve Steelcase of its obligations set forth under the Terms. Purchaser is responsible for properly maintaining the functional operation of all non-Steelcase products and equipment used to access Steelcase's systems, including but not limited to networks, workstations, user computers, conference room notification equipment and display screens. Steelcase recommends Purchaser take the following actions in order to enhance data security:

- Use care in creating, maintaining and controlling user accounts and passwords; and
- Use care in granting administrator privileges.

1.6 Customer Data. As provided in the respective User Agreement, Steelcase may collect certain information about how Steelcase software, hardware or Support Services are used by Purchaser. This information may include analytics and other data used by Steelcase to support or enhance Steelcase offerings. This information may also be shared for marketing purposes with Steelcase affiliates and third parties under a nondisclosure agreement.

1.7 Named Contacts. Experience has shown that the best way to provide focused and consistent customer support is to designate a subset of employees as representatives within your company as named contacts. Named contacts are the end users who are authorized to log problems or make support inquiries directly to Steelcase. Named contacts are the primary interface between Purchaser and Steelcase client care. Changes in named contacts may be made at any time.

2. CLIENT CARE

2.1 Maintenance Agreements. The purchase of Steelcase products covered under these Terms includes Maintenance Agreement Support Services with the duration specified in the Sales Order. These Support Services will begin on the date the product ships and will expire as described herein unless renewed under a renewal agreement (“Renewal Agreement”). Should product ship between the 1st–15th of the month, the Maintenance Agreement will expire on the last day of that month one, two, three or four years out depending upon the duration specified in the Sales Order (e.g., if product ships Nov. 15, Maintenance Agreement will expire Nov. 30 one, two, three or four years out depending upon duration specified in the Sales Order); if the product ships after the 15th day of the month, the Maintenance Agreement will expire on the last day of the following month one, two, three or four years from the duration specified in the Sales Order (e.g., if product ships on Nov. 16, it will expire Dec. 31 one, two, three or four years from the duration specified in the Sales Order). The fees for Maintenance Agreement renewals shall be as specified in Steelcase’s current “Integrated Technologies Specification Guide,” as found at steelcase.com/resources/documents/integrated-technologies-spec-guide. When the product is covered under a Maintenance Agreement for four years from shipping date, the warranty coverage will be extended through the fourth year. The Shared Support Program applies to Purchasers who have a service agreement and receive technical support from a Steelcase Dealer. The following chart is an overview of Support Services provided under each type of Maintenance Agreement.

SERVICE	MAINTENANCE AGREEMENT	RENEWAL AGREEMENT	SHARED SUPPORT PROGRAM	NO MAINTENANCE AGREEMENT
Software Setup Support	•			
Dealer Software Setup Support			•	
5 X 12 Level One and Level Two Support				•
5 X 18 Level One and Level Two Priority Support	•	•		
Dealer Level One Support			•	
5 X 18 Level Two Priority Support			•	
Email Support	•	•	•	•
Web Page Support	•	•	•	•
SOFTWARE/FIRMWARE				
Enhancements	•	•	•	
Bug Fixes	•	•	•	•
WARRANTY				
Warranty Extension	•	•	•	
Advanced Replacements At \$0	•	•	•	
Charge For Replacements/Return For Credit				•
Expedited Shipping	•	•	•	
Ground Service				•

Per term 2.7, warranty on technology components will get extended for one additional year when applicable.

2.2 Levels of Client Care. Steelcase provides two levels of client care. Both levels of support are available 5 days a week, 12 hours a day (5 X 12). Level One support is an initial client care level responsible for basic Purchaser issues. Level Two support provides a more in-depth technical support level than does Level One; however, response times for Level Two may be longer.

2.3 Maintenance Agreement. Maintenance Agreement Support Services include Software Setup Support, Level One and Two Priority Support available 5 days a week, 18 hours a day (5 X 18), Email Support, Web Page Support, Software Bug Fixes, no-charge advanced hardware replacements with expedited shipping (where available) and warranty extension on technology components when the four-year Maintenance Agreement option is selected (increasing the standard warranty from three years to four).

2.4 Renewal Agreement. Renewal Agreement services include 5 X 18 Level One and Level Two Priority Support, Email Support, Web Page Support, Software Bug Fixes, no-charge advanced hardware replacements with expedited shipping where available and warranty extension on technology components when a Maintenance Agreement renewal covers the product throughout the fourth year (increasing the standard warranty from three to four years).

2.5 Shared Support Program. Shared Support Program services are available to Purchasers who have a service agreement with a Steelcase Dealer. Shared Support Program services include Dealer Software Setup Support, Dealer Level One Support, 5 X 18 Level Two Steelcase Priority Support, Email Support, Web Page Support, Software Bug Fixes, no-charge advanced hardware replacements with expedited shipping (where available) and warranty extension on technology components when the product is covered by a Maintenance Agreement through the fourth year (increasing the standard warranty from three to four years).

2.6 No Maintenance Agreement. 5 X 12 Level One and Level Two Support, Email Support, Service Web Page Support, and Software Bug Fixes are available to Purchasers of Steelcase products without a valid Maintenance Agreement. These Purchasers may be charged for hardware replacements until a replaced product is returned for credit, with shipment by FedEx Ground, where available.

2.7 Warranty. Maintenance Agreements will extend the product's standard three-year warranty on technology components for one additional year as long as the product is under an active Maintenance Agreement in that fourth year.

2.8 Support Response Targets. The following support level response targets represent expected response times to Purchaser support requests, by various means of contact. All times are in standard business hours or days. Purchaser acknowledges that these targets are the goal and that periodic delays and outages may occur, preventing these targets from being reached in some instances.

Service Level Response Targets

CHANNEL	MAINTENANCE AGREEMENT	NO MAINTENANCE AGREEMENT
Phone (voice mail)	2-4 hours	4 hours
Email	3-4 hours	1 day
Follow-up (for unresolved cases)	every 2 days	every 3 days

Supported during 5 x 8 hours.

2.9 Contact Information.

Prioritized Technical Support
800.679.6226

techsupport@steelcase.com

Maintenance Agreement Specialists

MAs@steelcase.com

3. DEFINITIONS

3.1 “Documentation” means any accompanying manuals or other specifications intended for reference with use of Steelcase products.

3.2 “Sales Order” means the physical or online order page Purchaser completes in purchasing the respective Steelcase product, and which contains (i) the Steelcase product or services being ordered, (ii) fees and (iii) the applicable form of payment.

3.3 “User Agreement” means any other agreement governing use of the respective Steelcase product, such as a software license agreement.