

# STEELCASE LIMITED LIFETIME WARRANTY for Americas

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

Steelcase Inc. (“Steelcase”) warrants that Steelcase®, Coalesse®, and Turnstone® brand products (collectively, “Steelcase Branded Products”) are free from defects in materials and workmanship for the **life of the product, except as set forth below**. This warranty applies to Steelcase Branded Products delivered in Americas: United States, Canada, Mexico, Latin America and the Caribbean. The warranty is valid from the date of delivery, regardless of shift usage, 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.

### EXCEPTIONS TO THE LIFETIME COVERAGE

#### SYSTEMS, STORAGE, DESKS, TABLES AND BENCHING

##### 12 years

Modular power, Post and Beam textile in-fills, mechanisms, casters and glides, lighting fixtures, Coalesse steel legs, steel bases, and door hinges; OttimaEco Bench, Implicit®, and VolumArt

##### 5 years

Architectural doors, office systems doors, height adjustable mechanisms and electronics, urethane edge treatments, Steelcase Health overbed tables, articulating and adjustable arms, lighting power supplies, ballasts and LED lighting components, Coalesse Flip Top™ mechanisms, Coalesse occasional table frames

##### 3 years

Personal caddy pad, Campfire™ footrest, Kybun®, Walkstation treadmill parts and wear items (1 year service and labor), Coalesse electrical desktop, table top and rail mounted that houses power and/or data, and/or USB, Coalesse Free Stand mechanism and tablet, Coalesse SW\_1® table tablet including slide mechanism, exposed wood legs

#### SEATING

##### 12 years

Mechanisms, pneumatic cylinders, arm caps, foam, casters and glides, Max-Stacker®II, Max-Stacker® III, wood frame side chairs, tablet arms, Node™ personal worksurface, Steelcase Health recliner components and optional accessories other than internal structure, Coalesse lounge wood, bent-ply or steel frames

##### 5 years

Steelcase Health recliner, sleep and central locking and trendelenburg mechanisms and associated levers and pedals, Steelcase Health heat and massage units, Brody fabric on footrest, Coalesse stacking chairs and dollies

##### 3 years

Coalesse exposed wood frames and wood legs, Lagunitas™ articulating back, SW\_1 lounge tablet

#### INTERACTIVE AND ACOUSTIC SOLUTIONS

##### 5 years

Qt™ PRO Emitters, Control Modules and Qt Room Control

##### 3 years

media:scape® technology components; RoomWizard™

##### 1 year

Certified refurbished RoomWizard

#### BOARDS AND EASELS

##### 12 years

Verb™ teaching lectern and plastic components

##### 5 years

Premium tackboards

##### 3 years

Huddleboard™, Answer® markerboard surfaces, Coalesse Exponents™ markerboard surfaces

#### WORKTOOLS

##### 12 years

Keyboard mechanisms, flat panel monitor arms, lighting fixtures, vertical cable carrier

##### 5 years

Lighting power supplies, ballasts and LED lighting components; launch pad power components

##### 3 years

Executive office tools, palm rests, Power Pincher®, USB charging station

#### SURFACES

##### 12 years

Laminate, wood veneer and solid surface, all standard vertical surface textiles (except Cogent™, Geode and Sprite) and the following seating textiles: Billiard Multi-Use by Designtex®, Buzz2, Chainmail; Cogent:Connect, and Cogent:Trails, Cricket, Crosswalk, Hampstead, Imperma, New Black, Playground, Regis2, Texel, Stand In, Seating vinyl, Connect 3D, 3D Knit, Jersey® Mesh, Qivi® Net, Reply® Air Mesh, Elmorustical, Elmosoft, and Elmotique Leather, Steelcase Leather, I-Skin

##### 5 years

Bo Peep, Brisa, Cogent: Geode Seating, Cogent: Geode Vertical, CuraNet™; Gaja-Cradle to Cradle™, Jacks, Link™, Nitelights, Redeem, Remix, Retrieve; Sprite, Spyder, Steelcut Trio, Zoe2, glass surfaces, paint colorfastness, Steelcase Health wood finish

##### 3 years

RTF Steelcase Health casegoods, vinyl wrapped surfaces and acrylic, Coalesse glass, granite, Corian®, Fusion top surfaces, Bix™ projection mesh screen, translucent corner table screen and side table top; Coalesse SW\_1 and Lagunitas knit

## Steelcase Limited Lifetime Warranty for Americas

### 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.

### WARRANTY DOES NOT COVER:

- Products considered by Steelcase to be consumables; (e.g., batteries, bulbs/lamps).
- Variations occurring in surface materials (e.g., colorfastness (except paint), matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in materials such as wood and leather.
  - Planked Veneer intentional and natural variations that includes, but not limited to: character marks, grain pattern, color and natural color aging.
- Select Surfaces, Steelcase Health Graded-In, Coalesse Graded-in, Custom Surfaces, Coalesse Customer's Own Material (COM), and Open Line Laminate are not covered, except as warranted by the original supplier, for material properties including, but not limited to, quality, aging, colorfastness, shade variations, puddling, wrinkling or abrasions.
- Other manufacturers' products (Steelcase shall pass along any warranty it receives with respect to other manufacturers' branded products, including EMU and Carl Hansen).

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

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.

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