

# STEELCASE WARRANTY

## for Global Products

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

Steelcase Inc. ("Steelcase") Global Products Warranty includes Steelcase®, Coalesse®, and Turnstone® brand products. Steelcase manufacturers products for use around the world in every region. Products in two or more regions are "Global Products." The regional warranties (the Americas (including the United States, Canada, Mexico, the Caribbean, Central and South America), EMEA (Europe, except UK and Ireland, including Russian Federation, Middle East, Central Asia and Africa), United Kingdom and Ireland, and APAC (Asia Pacific)) continue to apply for any product not included in the Global Products Warranty. Steelcase warrants that Global Products are free from defects in materials and workmanship. This 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.

### GLOBAL PRODUCTS - LIMITED WARRANTY

#### DESKS, TABLES, SCREENS, STORAGE AND BENCHING

Steelcase: c:scape®, Divisio, FrameOne™, High-Density Storage, Ology™ and Universal Storage

Coalesse: CG\_1™, Free Stand, Lagunitas™, Millbrae™, Montara650, Power Pod, Sebastopol™, and SW\_1®

#### Lifetime Warranty

Frame (except Coalesse), case/carcass, doors (except tambour), drawers (body and fronts), pulls/handles, supports, legs and base (except Coalesse), suspensions, modesty panels, wire managers/cable trays, dividers, rails, shelves, hanging folders bar, interlocks and locks

#### 12 Year Warranty

Modular power/electrical power, mechanisms, casters and glides; Coalesse steel legs, and steel bases

#### 5 Year Warranty

Tambour doors, height adjustable mechanisms and electronics

#### 3 Year Warranty

Coalesse PowerPod, 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

#### SEATING

Steelcase: Amia™, Brody™\*\*, cobi™, Gesture™\*\*, i2i™, Leap™\*\*, Node™, QiVi™, Reply™, and Think™

Coalesse: Hosu®, Lagunitas, Massaud, Millbrae, LessThanFive™, Montara650, SW\_1, Visalia®

Turnstone: Buoy®

#### Lifetime Warranty

Frame (except Coalesse), seat shell, outerback, arm frame structure, base, stool footing

#### 12 Year Warranty

Mechanisms, pneumatic cylinders/gas lifts, arm caps, foam, casters and glides, and Node personal worksurface; Coalesse lounge wood, bent-ply or steel frames

#### 3 Year Warranty

Lagunitas articulating back, LessThanFive finish, SW\_1 lounge tablet

#### INTEGRATED TECHNOLOGIES

media:scape®, ScapeSeries™, and RoomWizard™

#### Lifetime Warranty

ScapeSeries and media:scape furniture components

#### 3 Year Warranty

media:scape technology components; RoomWizard

#### STEELCASE EDUCATION

Node™, Verb™

#### Lifetime Warranty

Frame, seat shell, outerback, arm frame structure, base, stool footing, cup holder, Verb whiteboards, docks, hooks, table legs, easels, walltrack, storage caddy

#### 12 Year Warranty

Node personal worksurface, mechanisms, pneumatic cylinders/gas lifts, casters and glides, Verb teaching station lectern and plastic components

#### WORKTOOLS

SOTO™/1+1 Welcome Tools, Eyesite®/Plurio, CF/FSMA, FYI®/Forward Arm, Volley, and dash®

#### Lifetime Warranty

Mobile caddy, telephone caddy, binder holder, letter trays, launch pad non-powered and screen, functional screen, personal pocket; flat top hanger; wastebasket; footrest, mobile laptop support, laptop shelf, monitor bridge, ergo edge, and desk pad; cable clip, personal hook, toolbox, set of small boxes

#### 12 Year Warranty

Eyesite/Plurio, CF Series/FSMA, FYI/Forward Arm, Volley, CPU supports and keyboard supports, lighting fixtures for dash and SOTO/1+1 LED

#### 5 Year Warranty

Launch pad powered, lighting components for dash LED and SOTO/1+1 LED light

#### 3 Year Warranty

USB charging station

#### SURFACE MATERIALS

Refer to separate regional warranties for surface materials details.

\*Except Gesture and Leap 24/7 with 24/7+ fabric and Fame fabric in 3 shifts  
\*\*Brody electrical power is not covered in EMEA

## Steelcase Warranty for Global Products

### 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).
- Other manufacturer's products (Steelcase shall pass along any warranty it receives with respect to other manufacturer's branded products).

### WARRANTY PROVIDES EXCLUSIVE REMEDIES:

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. 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.

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 INCIDENTAL DAMAGES.

- 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 date of delivery with respect to the product from Steelcase or a Steelcase Authorized Reseller to you 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.
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.