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 any product at its option and free of charge, if it is determined that the product is defective in materials or workmanship. 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
AirTouch™, Bivi®, Elective Elements®, Mackinac®, Migration™, Migration SE, Ology™, Steelcase Flex, and Walkstation® height-adjustable mechanisms and electronics, modular power, Post and Beam textile in-fills, mechanisms, casters, rollers, wheels and glides, Flex board clips, lighting fixtures, Convey™ door hinges, drawer slides and adjustable brackets, Coalesse steel legs, steel bases, and door hinges; Exponents® painted MDF components, Ottima Eco Bench, Implicit®, and VolumArt

5 years
Architectural doors, office systems doors, Series 5 and Series 8 Bench, Sync™ height adjustable mechanisms and electronics, Elective Elements soft-close drawer slide, urethane edge treatments, Steelcase Health overbed table bases and columns, lighting power supplies, ballasts and LED lighting components, Akira™, Runner™ and Coalesse Flip Top mechanisms, Coalesse occasional table frames

3 years
V.I.A.® electric hinge, IRYS pod, Campfire™ footrest, Walkstation treadmill parts and wear items (1 year service and labor), Convey electronic locks, Coalesse/Steelcase electrical desktop, table top and rail mounted that houses power and/or data, and/or USB, Coalesse Free Stand mechanism and tablet, Coalesse SW_1st table tablet including slide mechanism, exposed wood legs

1 year
Separation Screens

SEATING

12 years
Mechanisms, lumbar mechanisms, headrests, coat hanger, pneumatic cylinders, arm caps, foam, casters and glides, Max-Stacker® III, Sylvi and Umami® frames, lounge power modules, wood frame side chairs, tablet arms, Node™ and Shortcut® personal worksurface, Steelcase Health recliner components and optional accessories other than internal structure, Surround sleep surface bracket, Coalesse lounge wood, bent ply or steel frames

5 years
Steelcase Health recliner, sleeper, central lock and trendelenburg mechanisms and associated levers and pedals, Steelcase Health heat and massage components, Brody fabric on footrest, Turnstone Simple Seating, Coalesse stacking chairs and dollies, Coalesse Lox™ foot stool ring

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, Workplace Advisor sensors and gateway (excluding subscription)

BOARDS AND EASELS

12 years
Verb™ teaching lectern and plastic components

5 years
Premium tackboards and whiteboards

3 years
Answer™ markerboard surfaces, Flex markerboards, Huddleboard™, GroupWork® and Bivi® markerboards, Clipper™, Coalesse Exponents™ markerboard surfaces

WORKTOOLS

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

5 years
Articulating and adjustable arms, lighting power supplies, ballasts and LED lighting components; launch pad power components

3 years
Personal caddy pad, Executive office tools, and palm rests

1 year
Steelcase Flex Mobile Power

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, Chaimall, Cogent:Connect, Cogent:Trails, Era, Imperma, New Black, Playground, Texel, Stand In, Seating vinyl, Connect 3D, 3D Knit, 3D Microknit, Jersey™ Mesh, QiVi® Net, Reply® Air Mesh, Elluminate, Elmosoft, and Elmotique Leather, Steelcase Leather, I-Skin

5 years
Bo Peep, Brisa, Cogent; Geode Vertical, CurăNet®, Foundation, Gaja - Cradle to Cradle®; Jacks, Link™, Nitelights, Redeem, Remix, Retrieve; Silk, Sprite, Spyder, Steelcut Trio, glass surfaces, paint colorfastness, Steelcase Health wood finish, Surround Sleep surface fabric

3 years
Steelcase Health rigid thermoform casegoods, overbed table tops and tablets, vinyl wrapped surfaces, clear or frosted 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, Hexa, LessThanFive® carbon fiber chair
STEELCASE LIMITED LIFETIME WARRANTY FOR AMERICAS

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, 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.
- Non-standard surface materials including Select Surfaces and custom surfaces as defined in the Steelcase and Coalesse Surface Materials Reference Manual/Guide 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.
- Products manufactured utilizing a non-standard product platform or material.
- Other manufacturers’ products (Steelcase shall pass along any warranty it receives with respect to other manufacturers’ branded products, including Bolia, Emu, Carl Hansen, FLOS, Mitchell Gold + Bob Williams and others.

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.