

STEELCASE LIMITED WARRANTY

For Roam® Products

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

Steelcase warrants its Roam Products to be free from defects in material and/or workmanship for a period of twelve (12) years from the date of delivery to the original end-user, who purchases the product from Steelcase or a Steelcase authorized reseller for the purchaser's own use and not for resale, remarketing, or distribution. This warranty is non-transferable. Steelcase will 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 and service. If replacement is not commercially practicable, Steelcase will provide a refund or credit for the affected product.

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

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

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.

