



Limited 5 Year Warranty

For Steelcase Inc.

Representing all that is innovative in contemporary design, working with and supporting the best creators of our time, Established & Sons products are designed and manufactured to last and are made with the highest quality materials utilizing the skills of European Craftsmen.

Estandsons Ltd (“Established & Sons”) warrants that Estandsons products (collectively, “Established & Sons Products”) are free from defects in materials and workmanship for a period not less than 5 years, except as set forth below. This warranty applies to Estandsons Ltd products delivered in the Americas, Europe, Middle East, and Asia.

The warranty is valid from the date of delivery and is non-transferable. Established & Sons will repair or replace with comparable product, at its option and free of charge (for materials and components only) any product, part or component which fails under normal fair usage. If repair or replacement is not commercially viable or practicable, Established & Sons will provide a refund or credit for the affected product at its sole option. Any such refund or credit provided by Established & Sons will for defects notified within two years of the date of the delivery, cover the full cost of the product; for any defects notified after year two but within five years of delivery, will cover the pro-rated fair value of the product based on a five-year life-cycle.

This limited non-transferable warranty is extended to the End User only. End User is defined as ‘the final purchaser acquiring a product from Established & Sons or an Established & Sons Authorised Reseller and should be for the purchaser’s own use and not for further resale, re-marketing or redistribution without Established & Sons written consent’.

EXCEPTIONS TO THE 5 YEAR WARRANTY COVERAGE:

Established & Sons limited 5-year 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 Established & Sons or manufacturer instructions and guidelines.
- Abuse, misuse, or accident (including without limitation, use or transportation of product in unsuitable environments or conditions)
- Any alteration or modification of the product whatsoever.
- The substitution of any unauthorised non-Established & Sons components for use in the place of Established & Sons supplied components in an integrated product, including but not limited to work surfaces, leg supports, panels, brackets, shelves, fabrics, and other integral components.

This warranty does not cover:

- Products considered by Established & Sons to be consumables; (e.g., batteries, bulbs/lamps, small moving parts i.e., a screw).
- Variations occurring in surface materials (e.g., colour fastness, matching grains, textures and colours across dissimilar substrates and products), and Natural aging / colour variances found in materials such as wood, leather, and textiles including intentional and natural variations that includes, but not limited to:
 - Character marks, grain pattern, colour, and natural colour aging over time
 - Variations and minor imperfections common to artisanal production, e.g. mouth-blown glass and hand finished ceramics.
 - Non-standard surface materials which may include custom surfaces / materials
 - As defined / specified in the Established & Sons Catalogue at the time of purchase
 - Manual/Guide are not covered, except as warranted by the original supplier for material properties including, but not limited to, quality, aging, colour fastness, shade variations, puddling, wrinkling or abrasions.
- Products manufactured utilising a non-standard product platform or material
- (Every effort is made to ensure colour matches are consistent, however Established & Sons cannot guarantee exact colour match for any product finishes, wood or fabric variances. Fabric and colour swatches are for reference only)
- Other manufacturers' products (Established & Sons Ltd shall pass along any warranty it receives with respect to other manufacturers' products and only warranty claims supported on the specified warranty conditions shall be considered)

Established & Sons 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. Established & Sons shall not be liable for any consequential, indirect, special, punitive, or incidental damages.

This warranty provides exclusive remedies as follows:

i. Pursuant to this limited warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Established & Sons will (i) repair or, at Established & Sons exclusive option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or ii) provide a refund or credit of the purchase price for the affected product if in Established & Sons sole discretion, it determines that repair or replacement is not commercially practicable / viable or cannot be offered in a timely manner.

ii. A product "defect" means an inadequacy / failure in the materials or workmanship of the product that (i) existed at the time when you received the product from Established & Sons Ltd or an Established & Sons Ltd Authorised Reseller and (ii) causes a failure of the product to perform under ordinary fair use and in accordance with any materials and documentation which were supplied with the product

iii. An "ordinary use" means use of the product (i) in conformance with all applicable local, state, federal, country or international 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 supplied with the product.

iv. An "Established & Sons Ltd Authorised Reseller" means any dealer that (i) is duly authorised by Established & Sons Ltd 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 only.

v. This warranty shall be governed by the laws of the United Kingdom and the customer agrees to submit to the exclusive jurisdiction of the English courts. No provision of this warranty shall affect or limit customers' applicable statutory rights or exclude or limit Established & Sons liability for any matter for which it would be unlawful to exclude or attempt to exclude liability.