

WE PROMISE.

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Steelcase Asia Pacific Warranty
effective 7/1/2008
updated 11/15/2012

YOU CAN DEPEND ON US.

Our products. Our services. Our people.

INTERNATIONAL 8-YEAR MANUFACTURER'S WARRANTY

Without prejudice to the legal warranties provided under national law, Steelcase (Steelcase Inc. and its affiliates and subsidiaries) warrants that its commercial products are free from defects in materials or workmanship for a period of eight (8) years as of date of delivery for Steelcase® brand products (with the exceptions and exclusions specified below).

Steelcase will repair or replace with comparable product, at its option and free of charge (for material and components), any product, part or component which fails under normal use.

EXCEPTIONS

5 years

All mechanisms (including seating mechanisms and non-electrical user-adjustable worksurface mechanisms); foam; wood veneer; imported Coalesse, Details and Turnstone brand products; APT chair; Stages-E Pedestal; and Ultra portfolio products, except as provided below.

3 years

Standard textiles, upholstery, leather and acrylic from Steelcase; armrest covers; media:scape® technology components; Room Wizard®; hi-wear parts (covering materials, casters, adjustable arm, pneumatic and Ultra seating mechanisms); and jacket hanger hook button on Personality chair.

2 years

Electrical desk adjustments; markerboards; replacement parts (or the balance of the original warranty period, whichever is longer); electrical components; lighting elements; Ultra casters, foam, adjustable arms and pneumatics; and APT-chair fabric.

1 year

Ultra surface materials and fabrics; and belt on Personality chair

Steelcase®

WARRANTY DOES NOT APPLY TO PRODUCT FAILURE RESULTING FROM:

- Normal wear and tear.
- Failure to apply, install, reconfigure, or maintain products according to published Steelcase instructions and guidelines.
- Abuse, misuse, accident, or repeated knocks. For example, by rigid armrests rubbing against desk edges or wall.
- Alteration or modification of the product.
- Use in more than a single shift per day; in which case, the warranty is reduced accordingly.
- The substitution of any unauthorized non-Steelcase components for use in the place of Steelcase components in an integrated product solution; such substitute components include but are not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

WARRANTY DOES NOT COVER:

- Products considered consumables (e.g. lamps).
- Variations occurring in surface materials (e.g. matching grains, textures and colors across dissimilar substrates and lots).
- Customer's Own (COM) or non-standard textiles and materials.
- Other manufacturer's branded products. (Steelcase shall apply the warranties of other manufacturers – including customer-specific fabric – to the extent possible).

Steelcase reserves the right to request that the damaged product be returned before replacement.

This warranty applies only to products delivered in Asia Pacific.

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, or (ii) refund the purchase price for the affected product if 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 legally permitted to conduct business in the jurisdiction where the product is sold, (ii) is duly authorized by Steelcase to sell the product, and (iii) sells the product new and in its original packaging.

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 is non-transferable and valid only for the original purchaser.