

# WE PROMISE.

Regional Warranty  
United Kingdom – Republic of Ireland  
Updated Sep 24, 2013

## YOU CAN DEPEND ON US.

**Our products. Our services. Our people.**

This Regional Warranty applies exclusively to the products that are not mentioned in the Steelcase Warranty for Global Products.

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 the *Steelcase®* seating products and *Steelcase®* Education Solution products and **fifteen (15) years as of date of delivery** for all other *Steelcase®* 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. This warranty is valid only for the original purchaser.

### EXCEPTIONS

#### 5 years :

Textiles, decors and other covering materials (excluding wood veneer), foam.  
Office partitions doors and their frames, all non-electrical mechanisms (excluding seating mechanisms), chairs gas lifts.  
LEAP 24/7 chair with 24/7+ fabric in 3 shifts use.  
Value Pedestal.

#### 3 years :

Leather (excluding armrest covers), wood veneer.  
LEAP 24/7 with Fame fabric in 3 shifts use.  
"Image & Management" products (excluding electrical components, electronic components and lighting elements).

#### 2 years :

Electrical desk adjustments, Markerboards, venetian blinds.  
"Worktools" : gas lifts of computer screens, special products, electrical components, electronic components and lighting elements.  
"Image & Management" products : electrical components, electronic components and lighting elements.  
Replacement parts (or the balance of the original warranty period, whichever is longer).

### EXCLUSIONS

This 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, or accident, or repeated knocks, for example by rigid armrests against veneered desk edges,
- alteration or modification of the product,
- use in more than a single shift per day ; in which case, the warranty is reduced accordingly (except for the LEAP 24/7 chair – see Exceptions section).

The following products and materials are not covered by this warranty :

- Products considered consumables (e.g. bulbs and ballasts),
- Customer's Own or non-standard textiles and Materials (COM),
- Variations occurring in surface materials (e.g. colourfastness, sheen on veneer surfaces or matching grains, textures and colours across dissimilar substrates and lots
- Other manufacturer's branded products (Steelcase shall apply the warranties of other manufacturers – including customer-specific fabric – to the extent possible),
- Armrests covered with leather,
- Coalesse® has an independent warranty.

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

Steelcase participates in recycling networks for Waste Electronic and Electrical Equipment (WEEE) and pays for the associated administrative and recycling costs. Our EU-customers are responsible for collection and delivery of WEEE to the recycler identified by Steelcase, unless this responsibility is prohibited by national law.

This warranty applies only to products delivered in the United Kingdom and Republic of Ireland.

This limited warranty shall be the only remedy against the manufacturer in the event of any product defect, to the exclusion of any warranty granted additionally by the distributor.

The liability of Steelcase shall be strictly limited to the aforementioned obligations and it is expressly provided that Steelcase shall not be liable for consequential or incidental damages or operating losses.

**Steelcase**  
visit [steelcase.com/uk](http://steelcase.com/uk)

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