

STEELCASE

ONLINE STORE* LIMITED 12-year WARRANTY

网上商城*有限12年质保

*AUTHORISED STORES ONLY

*仅限于授权商店

for Asia Pacific

亚太区

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

您可以信赖我们，信赖我们的产品，信赖我们的服务，信赖我们的员工。

Steelcase Inc. (“Steelcase”) warrants that Steelcase® products (collectively, “Steelcase Branded Products”) are free from defects in materials and workmanship for the life of the product, except as set forth below.

Steelcase Inc. (“Steelcase”) 保证 Steelcase® 产品（统称为“Steelcase 品牌产品”）在材质和工艺上绝无瑕疵，并享受产品终身质保，以下情况除外。

This warranty applies to Steelcase Branded Products delivered in Asia Pacific: China, Hong Kong, Singapore, Australia, Japan, India, Korea, Taiwan and Southeast Asia. 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 with comparable product, at its option and free of charge (for materials and components) any product, part or component which fails under normal use.

本质保政策适用于以下亚太地区交付的 Steelcase 品牌产品：中国、香港、新加坡、澳大利亚、日本、印度、韩国、台湾和东南亚地区。本质保政策自交付日期起生效，轮班使用情况也仍然适用，仅对最初的终端用户有效，且不可转让。任何产品、零件或组件无法正常使用时，Steelcase 将会自行选择进行修复或者更换同等产品，不收取费用（包括材料和组件）。

End User means the final purchaser acquiring a product from Steelcase for the purchaser’s own use and not for resale, remarketing or distribution.

终端用户意即从 Steelcase 购买某件产品的最终买方，仅作为购买者自用，而不可用于转售、再售或经销目的。

SEATING

座椅

Steelcase: Gesture™*, Steelcase Series 1, Think™, Buoy®,

Leap and Series 2

Steelcase: Gesture™*, Steelcase Series 1, Think™, Buoy®, Leap

以及 Series 2

Ring

框架、座椅外壳、靠背外部、扶手框架结构、底座、高脚椅底圈

12 YEARS

12年质保

Mechanisms, pneumatic cylinders/gas lifts, arm caps, foam, casters and glides
机制、气缸/气升、扶手盖、海绵、脚轮及滑轮

LIFETIME WARRANTY

终身质保

Frame, seat shell, outer-back, arm frame structure, base, stool foot-

SURFACE MATERIAL

表面材质

12 YEARS

12年

Laminate, wood veneer and solid surface, all standard vertical surface textiles

胶合板、木皮饰面板和固体表面、所有标准竖面织物

Standard fabrics covered by this warranty are: Omni R, Otto, Spruce, Mirage, Cross Check, Buzz2, Cogent Connect, Medley, Era, 3D Knit, Air Mesh, YMesh, New Black, Aries, and 3D Microknit.

本质保政策可适用的标准织物面料如下：Omni R, Otto, Spruce, Mirage, Cross Check, Buzz2, Cogent Connect, Medley, Era, 3D Knit, Air Mesh, YMesh, New Black, Aries, 以及 3D Microknit.

SYSTEMS, STORAGE, DESKS, TABLES AND BENCHING

系统、储柜、办公桌、休闲桌以及工作台

Steelcase: Bassline™, Steelcase Flex, FrameOne™ Migration™,

Steelcase: Bassline™, Steelcase Flex, FrameOne™ Migration™,

LIFETIME WARRANTY

终身质保

Frame, pulls/handles, supports, legs and base, suspensions, wire managers/cable trays, baskets, cup holder, dividers, rails, shelves, hanging folders bar, interlocks and locks

框架、拉杆/把手、支撑、桌腿及底座、悬架、电缆管理/电线槽、置物篮、杯架、空间分区、轨道、储物柜、悬挂资料夹、联动装置及锁

12 YEARS

Steelcase Flex, Migration™ and Ology™ height-adjustable mechanisms and electronics, Flex board clips, modular power/electrical power, mechanisms, rollers, wheels and glides;

12年

Steelcase Flex, Migration™ 及 Ology™高度可调节机制及电子仪器、Flex白板夹托、模块电源/电源、机制、定向轮、产品车轮以及滑轮；

OTHERS

其他

3 YEARS

3年

Campfire Personal Table

Campfire个人小桌

1 YEAR

1年

PARTNERS (NON STEELCASE BRANDED)

合作伙伴产品（非Steelcase品牌）

m.a.d furniture products

m.a.d家具产品

Roto Stool and Sling Table

Roto高脚椅和Sling桌

Steelcase Limited Lifetime Consumer Warranty for Asia Pacific

亚太地区Steelcase有限终身消费者质保政策

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, FAILURE OR LOSS RESULTING FROM:

质保政策不适用于由以下原因所导致的产品瑕疵、损坏、故障或遗失：

- Normal wear and tear.
- 正常磨损。
- Failure to apply, install, reconfigure, or maintain products according to published Steelcase or manufacturer instructions and guidelines.
- 未根据现行的Steelcase或产商说明书和指导手册使用、安装、重新组装，或维修产品。
- Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions).
- 滥用、误用，或意外事件（包括但不限于在不适当的环境或情况下使用产品）。
- Alteration or modification of the product.
- 修改或改造产品。
- 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.
使用任何未经授权的非Steelcase组件替换Steelcase整体产品方案中的原装组件，包括但不限于工作台表面、桌腿支撑、面板、支架、储柜、上方行李架及其他整体组件。

化、色牢度、深浅色、水浸、起皱或磨损。

- Other manufacturers' products (Steelcase shall pass along any warranty it receives with respect to other manufacturers' branded products, including EMU and Carl Hansen).
- 其他产商的产品（Steelcase应向买方告知其收到的有关于其他产商品牌产品的质保信息，包括EMU和Carl Hansen）。

WARRANTY DOES NOT COVER:

质保政策不包括：

- Products considered by Steelcase to be consumables; (e.g., batteries, bulbs/lamps, except projector lamps offer 6 months coverage).
- Steelcase认定该产品为易耗品；（如，电池、灯泡/灯管，除提供6个月保险范围的投射灯以外）。
- 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.
- 表面材质所发生的变化（如，色牢度（油漆除外），不同基底和批次中的匹配纹理、材质及颜色），诸如木材和皮革等材料的自然老化。
 - Planked Veneer intentional and natural variations that includes, but not limited to: character marks, grain pattern, color and natural color aging.
 - 刨切木板的人为和自然变化，包括但不限于：字符标记、纹理图案、颜色和自然色老化。
- Select Surfaces, Coalesse Graded-in, Custom Surfaces, Coalesse Customer's Own Material (COM), and Open Line Laminate 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.
- 除非获得原厂供应商的保证，否则自选表面、Coalesse Graded-in、定制表面、Coalesse客户自己的材料（COM）和Open Line Laminate等的材质特性将不包括在质保内，包括但不限于质量、老

WARRANTY PROVIDES EXCLUSIVE REMEDIES:**质保政策提供的独有补救措施：**

- 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.
- 根据此有限质保，如果由于材质或工艺的缺陷导致某款产品无法正常使用时，Steelcase将(i)修复或，（根据Steelcase的选择）用同等功能、性能和质量的全新或翻新产品免费更换有问题的产品，或者(ii)如果Steelcase认为修复或更换在商业环节不可行或者无法及时完成，由Steelcase决定对缺陷产品采取退款或抵减购买价的处理。
- 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.

- 某个产品有“缺陷”意即该产品在材质和工艺上有所不足，即(i)在您从Steelcase或Steelcase授权中间商收到产品时就存在此问题以及(ii)依据产品所配的材料和文件致使产品无法正常使用。
- 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.
- “正常使用”意即产品的使用(i)符合所有本地、州或联邦适用法律、法规和法规（包括但不限于建筑以及/或电气规范）而且(ii)符合产品所配的材料及文件中的产商建议以及/或指导。
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.
- 更换零件的质保期为2年或延续初次保修的剩余期限，以较长者为准。

Steelcase reserves the right to request that the damaged product be returned prior to granting a remedy.

在进行补救之前，Steelcase保留要求对损坏产品进行退还的权利。

HOW DO YOU GET WARRANTY SERVICE WHEN THE PRODUCT IS PURCHASED THROUGH?**购买产品后您如何获得保修服务？**

To facilitate warranty service, please keep your original proof of purchase. Contact Steelcase Store Customer Service by contacting our customer service specialist in Steelcase Tmall Flagship or Steelcase Wechat Store accordingly or emailing shopcn@steelcase.com.

为了完成质保服务，请保留您的原始购买凭证。请联络我们的Steelcase天猫旗舰店售后专员，Steelcase微店或是电邮 shopcn@steelcase.com。

HOW DOES STATE, PROVINCIAL OR LOCAL LAW APPLY?**如何适用州，省级或者地方法律？**

This warranty provides specific legal rights, and you may have other rights, which vary, from state to state, province to province and location to location. If there are any conflicts between this warranty and any applicable laws and regulations or compulsory standards or rules, relevant provisions of such laws and regulations or compulsory standards or rules shall prevail.

本质质保政策提供特定的法律权利，您可能还享有其他权利，当然各州/各省/各地市之间情况各异。如果本质质保政策中任何规定与适用法律法规或强制性标准、规定相冲突，冲突部分内容以该等法律法规或强制性标准、规定为准。

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. TO THE EXTENT ALLOWED BY APPLICABLE LAW, STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES. 本有限质保政策是对产品缺陷的独有补救方法，不提供所有明示或暗示的担保，包括但不限于对特定目的的适销性或适用性的任何暗示保证。在适用法律允许的范围内，对于任何后续的、间接的、特殊的、惩罚性或偶然性损害，STEELCASE均不承担任何责任。

©2020 Steelcase Inc. All rights reserved.

©2020 Steelcase Inc.版权所有。

All specifications subject to change without notice.
所有细节如有更改，恕不另行通知。