

# STEELCASE CONSUMER MANUFACTURER'S WARRANTY

## for the Netherlands

### YOU CAN RELY ON US. OUR PRODUCTS. OUR SERVICES. OUR PEOPLE.

This Consumer Manufacturer's Warranty applies to all products purchased by consumers from Steelcase or from a Steelcase Authorized Reseller. This warranty applies exclusively to products delivered within the Netherlands. In addition to consumers' statutory warranty claims, Steelcase GmbH ('Steelcase') warrants that Steelcase® brand products will be free from defects in materials and workmanship for the applicable warranty period (depending on the Steelcase product as set out below) and with the exceptions and exclusions set forth out below. This Warranty begins to run on the date of delivery to the original End User and is transferable for the remaining period of the warranty. The original End User is the consumer who purchases a product from Steelcase or from a Steelcase Authorized Reseller for their own use and not for resale or further distribution. This warranty continues to be valid if the product is moved from the original country of purchase solely to another country of the European Union, to United Kingdom or Switzerland and ceases to be valid if the product has been moved in any country or region other than the ones mentioned earlier. Steelcase will, at its sole discretion and own expense, repair products, parts or components that fail or exhibit defects in normal use or replace them with a similar product. If the repair or replacement requires an effort that, having regard to the mutual interests and the principles of good faith, is grossly disproportionate to the performance interests of the consumer, Steelcase will reimburse the purchase price or issue a credit note for the product in question.

#### OFFICE CHAIRS

Reply Air, Steelcase Series 1, Steelcase Series 2, Think, Amia, Leap, SILQ, Gesture, Please, Please Air, Steelcase Karman

- **Lifetime Warranty**  
Frame, seat shell, outerback, arm frame structure, base
- **12 Year Warranty**  
Mechanisms, lumbar mechanisms, pneumatic cylinders/gas lifts, foam and arm caps, casters and glides, headrests, Intermix fabric on Karman chair
- **5 Year Warranty**  
Surface materials

#### ORANGEBOX

Office Chair: Do better

- **5 Year Warranty**

#### DESKS

Ottoman Portico, Solo Sit-to Stand

- **8 Year Warranty**  
All components except as set forth below
- **5 Year Warranty**  
All non-electrical mechanisms, surface materials
- **2 Year Warranty**  
Electrical desk adjustments

#### WORKTOOLS

Steelcase Eclipse Light

- **3 Year Warranty**

Replacement parts are covered for a period of 2 years or for the remaining period of the original warranty, whichever is longer.

Steelcase products purchased from a Steelcase Authorized Reseller but not listed above are covered by the warranty periods set forth below:

#### 1. STEELCASE GLOBAL PRODUCTS

A "Global Product" is a product manufactured in two or more geographical regions (Americas, Europe Middle East and Africa and/or Asia Pacific). If you need more information, please contact the Steelcase Authorized Reseller where you made your purchase from.

#### SEATING

- **Lifetime Warranty**  
Frame, seat shell, outer back, arm frame structure, base, stool foot ring, cup holder
- **12 Year Warranty**  
Mechanisms, lumbar mechanisms, headrests, coat hanger, pneumatic cylinders/gas lifts, arm caps, foam, casters and glides, Node personal worksurface

#### DESKS, BENCHES, SCREENS AND STORAGE

- **Lifetime Warranty**  
Frame, case/carcass, doors (except tambour), drawers (body and fronts), pulls/handles, supports, legs and base, suspensions, carts, modesty panels, wire managers/cable trays, baskets, cup holder, dividers, rails, shelves, hanging folders bar
- **12 Year Warranty**  
Height-adjustable mechanisms and electronics, board clips, modular power/electrical power, mechanisms, casters, rollers, wheels, and glides
- **5 Year Warranty**  
Tambour doors
- **3 Year Warranty**

Electrical desktop, tabletop and rail mounted that houses power and/or data, and/or USB

## **SURFACE MATERIALS**

- **5 Year Warranty**  
Textiles, decors and other coverings (excluding wood veneer)
- **3 Year Warranty**  
Wood veneer, leather (excluding armrest covers), Silk fabric

Replacement parts are covered for a period of 2 years or for the remaining period of the original warranty, whichever is longer.

## **2. STEELCASE REGIONAL PRODUCTS (EUROPE, MIDDLE EAST AND AFRICA)**

A "Regional Product" is a product manufactured only in one geographical region (Americas, Europe Middle East and Africa or Asia Pacific). If you need more information, please contact the Steelcase Authorized Reseller where you made your purchase from.

## **SEATING**

- **8 Year Warranty**  
All components except as set forth below
- **5 Year Warranty**  
Chair gas lifts, foam

## **DESKS, BENCHES, SCREENS AND STORAGE**

- **8 Year Warranty**  
All components except as set forth below
- **5 Year Warranty**  
All non-electrical mechanisms, foam
- **3 Year Warranty**  
Locks
- **2 Year Warranty**  
Electrical desk adjustments, markerboards, electrical components, electronic components, lighting elements

## **SURFACE MATERIALS**

- **5 Year Warranty**  
Textiles, decors and other coverings (excluding wood veneer)
- **3 Year Warranty**  
Wood veneer, leather (excluding armrest covers), Silk fabric

Replacement parts are covered for a period of 2 years or for the remaining period of the original warranty, whichever is longer.

## **THE WARRANTY DOES NOT APPLY TO DEFECTS IN OR FAILURE OF ANY PRODUCT DUE TO:**

- Normal wear and tear.
- Failure to follow the directions and guidelines issued by Steelcase regarding the use, installation, modification or maintenance of the products.
- Improper or inappropriate use or accident (this includes – without limitation – using the product in an unsuitable environment or under unsuitable conditions).
- Alterations or changes made to the product.
- In the event that a component not approved by Steelcase is incorporated into the integrated product solution in place of original Steelcase parts, including but not limited to work surfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

## **THE WARRANTY DOES NOT COVER:**

Variations in surface materials (e.g., colourfastness, sheen on veneer surfaces or matching grains, textures and colors across dissimilar substrates and lots).

## **WARRANTY PROVIDES EXCLUSIVE REMEDIES:**

Under this limited Manufacturer's Warranty, if a product fails with normal use as a result of a product defect or manufacturing error, Steelcase will (i) repair the product concerned or, at Steelcase's discretion, provide a new or repaired product of comparable use, performance and quality free of charge, or (ii) refund the purchase price or issue a credit note for the product in question if Steelcase believes that repair or replacement will require an effort which, in compliance with the contents of the contract and the principles of good faith, is grossly disproportionate to the interests of the consumer or cannot be carried out within a reasonable period of time.

## **WHAT TO DO IF YOU WANT TO MAKE A WARRANTY CLAIM?**

To make a claim under this warranty, please bring the initial proof of purchase and contact the Steelcase Authorized Reseller from whom the product has originally been purchased or if you purchased directly from Steelcase, the Customer Service Department by email: [customer-support-nl@steelcase.com](mailto:customer-support-nl@steelcase.com).

## **DEFINITIONS**

- A 'product defect' means defectiveness in the materials or manufacturing of a product that (i) existed at the time the product was delivered to you (transfer of possession to the consumer) by Steelcase or a specialist retailer authorised by Steelcase, and that (ii) under normal use in accordance with the materials and documentation accompanying the product causes improper performance of the product.
- 'Ordinary use' means use of the product (i) in accordance with all applicable local, state or other national laws, regulations and ordinances (including but not limited to building and/or electrical codes) and (ii) in compliance with the manufacturer's recommendations and/or instructions in the materials and documentation accompanying the product.
- A 'Steelcase Authorized Reseller' means any retailer who (i) is duly authorised by Steelcase to sell the products, (ii) is legally authorised to conduct business in the jurisdiction in which the product is sold and (iii) sells the product new and in the original packaging.
- A 'consumer' is every individual customer who enters into a legal transaction for purposes that cannot be primarily attributed to either their commercial or independent professional activity.
- 'Initial proof of purchase' means the original invoice or order acknowledgement issued by Steelcase or a Steelcase Authorized Reseller to the initial buyer.

Steelcase reserves the right to require the return of the defective product prior to taking corrective action.

Steelcase is a partner of the Waste Electronic and Electrical Equipment (WEEE) recycling network in the European Union (EU) and bears the administrative and recycling costs incurred in this regard. Customers from the European Union are responsible for the pick-up and delivery of WEEE to the recycler specified by Steelcase unless the assignment of this responsibility is prohibited by national law in the Netherlands or in Germany.

OUR NO-FAULT LIABILITY FOR DAMAGES UNDER THIS CONSUMER MANUFACTURER'S WARRANTY IS LIMITED TO DIRECT DAMAGE TO THE PRODUCT. STEELCASE IS NOT LIABLE FOR CONSEQUENTIAL OR INDIRECT DAMAGES.