

# STEELCASE CONSUMER GUARANTEE

## For United Kingdom and Republic of Ireland

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

This consumer guarantee is granted by Steelcase Limited and applies exclusively to products purchased by consumers from Steelcase Inc. (Steelcase) or from a Steelcase Authorized Reseller.

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

This guarantee is valid from the date of delivery, 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 guarantee applies to any individual who acquires a product from Steelcase or a Steelcase Authorized Reseller for his/her own use and not for resale, remarketing or distribution and for purposes that are outside his/her trade, business, craft or profession (the Consumer). This guarantee is transferable for the remaining covered guarantee period. This guarantee continues to be valid if the product is moved from United Kingdom or the Republic of Ireland solely to another country of the European Union or to Switzerland and ceases to be valid if the product has been moved in any country or region other than the ones mentioned before.

The Consumer has statutory rights which may enable it to reject or seek a repair, replacement, or refund for goods which are faulty, misdescribed or unfit for their intended purpose. A full description of these statutory rights is not set out in this guarantee. For further information about consumers' statutory rights please contact your local authority Trading Standards Department or Citizens' Advice Bureau. This guarantee does not in any way affect consumers' statutory rights.

### OFFICE CHAIRS

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

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.

## **THIS GUARANTEE PROVIDES EXCLUSIVE REMEDIES:**

Where a product (or part or component of the product) is faulty, misdescribed or unfit for its intended purpose, unless one or more of the exceptions listed below applies, Steelcase will, at no charge, either (i) repair the affected product, part or component or (ii) replace with a new or refurbished product, part or component of comparable function, performance and quality. If neither repair or replacement are possible and achievable in a timely manner for a cost proportionate to the value of the product, or if the repair or replacement, once carried out, does not remedy the problem with the product, Steelcase will provide the Consumer with a refund or credit for the price paid for the product, part or component. The Consumer may choose which option, out of a refund or credit, it prefers.

Before granting a remedy in response to a claim by a Consumer under this guarantee, Steelcase may (i) ask the Consumer provide information such as photographs or video footage to demonstrate the problem with the product, as well as (ii) inspect the product, in order to verify that it is faulty, misdescribed or unfit for its intended purpose and determine whether any of the exceptions listed below apply. Steelcase will bear the cost of transporting the product to Steelcase (or nominated Steelcase representative) for inspection and/or repair as well as the cost of returning any repaired/replacement product back to the Consumer.

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

## **THIS GUARANTEE DOES NOT PROVIDE A REMEDY FOR PRODUCTS WHICH ARE FAULTY, MISDESCRIBED OR UNFIT FOR THEIR INTENDED PURPOSE DUE TO:**

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

## **THIS GUARANTEE DOES NOT PROVIDE A REMEDY FOR PRODUCTS WHICH (AFTER SIX MONTHS FROM THE DATE OF DELIVERY OF THE PRODUCT) ARE DISCOVERED BY THE CONSUMER TO BE FAULTY, MISDESCRIBED OR UNFIT FOR THEIR INTENDED PURPOSE DUE TO:**

- Normal wear and normal tear
- Failure to apply, install, reconfigure, or maintain products according to published Steelcase (or Steelcase Authorized Reseller's) recommendations, instructions and guidelines
- Failure to use of the product in conformance with all applicable laws, rules and regulations (including without limitation building and/or electrical codes)
- Abuse, misuse, or accident (including the use of product in unsuitable environments or conditions)
- Alteration or modification of the product
- The substitution of any unauthorized non-Steelcase components for use in the place of Steelcase components, including but not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

## **THIS GUARANTEE DOES NOT PROVIDE A REMEDY FOR (I) LOSSES OF THE CONSUMER WHICH DO NOT ARISE FROM STEELCASE PRODUCTS, (II) LOSSES OF THE CONSUMER NOT REASONABLY FORESEEABLE AS A RESULT OF STEELCASE PRODUCTS WHICH ARE FAULTY, MISDESCRIBED OR UNFIT FOR ITS INTENDED PURPOSE OR, (III) BUSINESS LOSSES OR LOSSES OF NON-CONSUMERS.**

## **CONTACT FOR CLAIMS UNDER THIS GUARANTEE**

To make a claim under this guarantee, please bring the initial proof of purchase and contact the Steelcase Authorized Reseller from whom the product has originally been purchased or contact Steelcase Limited, 77-79 Farringdon Rd, Farringdon, London EC1M 3JU, United Kingdom.

## DEFINITIONS

- A 'faulty product' means a product with 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 dealer that (i) is duly authorized by Steelcase 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.
- 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 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 Republic of Ireland.

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