

STEELCASE LIMITED LIFETIME CONSUMER WARRANTY

For Americas

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

Steelcase Inc. ("Steelcase") warrants that Steelcase®, Coalesse®, and Turnstone® brand products (collectively, "Steelcase Branded Products") are free from defects in materials and workmanship for the normal expected life of the product, except as set forth below. This warranty applies to Steelcase Branded Products delivered in Americas: United States, Canada, Mexico, Latin America, and the Caribbean. The warranty is non-transferable and valid from the date of delivery, regardless of shift usage, to the original end-use customer, which means the final purchaser of a product from Steelcase or a Steelcase authorized reseller for the purchaser's own use and not for resale, remarketing, or distribution. 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. If repair or replacement is not commercially practicable, Steelcase will provide a refund or credit for the affected product. Because Steelcase cannot control the quality of products sold by unauthorized sellers, Steelcase reserves the right to reject warranty claims for products purchased from unauthorized sellers, including unauthorized Internet sites, unless otherwise prohibited by law.

EXCEPTIONS TO THE LIFETIME COVERAGE

SYSTEMS, STORAGE, DESKS, TABLES AND BENCHING

12 years

Airtouch®, Elective Elements®, Flex 120 HAD, Mackinac™, Migration SE, Ology™ Desk, Solo, Slim Leg HAD, height adjustable mechanisms and electronics, Flex board clips, mechanisms, lighting fixtures, Convey™ door hinges, drawer slides, casters and adjustable brackets, Coalesse Train Flip Top Mechanism, Coalesse steel legs, steel bases, and door hinges; Exponents® painted MDF components, OttimaEco Bench, Implicit®, and VolumArt,

5 years

Architectural doors, architectural glass, office systems doors, Sync™ height adjustable mechanisms and electronics, Elective Elements soft-close drawer slide, urethane edge treatments, Steelcase Health overbed table bases and columns, lighting power supplies, ballasts and LED lighting components, Coalesse Ballet flip top mechanisms, Coalesse occasional table frames, Frank Lloyd Wright Racine Desk, Executive Desk, and Utility Table

3 years

Campfire™ footrest, Ology™ Walkstation treadmill, parts, wear items, service and labor, Convey electronic locks, Coalesse/Steelcase electrical desktop, table top and rail mounted that houses power and/or data, and/or USB, Coalesse Free Stand mechanism and tablet, Coalesse SW_1® table tablet including slide mechanism, exposed wood legs. Groupwork Power, Flex 120 and 90 Wrap Light, Studio B painted MDF Worksurface. Pocket Cart mechanism.

2 years

WorkValet Electronic Locks.

1 year

TS Series Storage Electronic Lock, , WorkValet network locks

SEATING

12 years

Mechanisms, lumbar mechanisms, headrests, coat hanger, pneumatic cylinders, arm caps, foam, casters and glides, Max-Stacker® III, Umami® frames, lounge power modules, wood frame side chairs, tablet arms, Node™ and Shortcut® personal worksurface, Steelcase Health recliner components and optional accessories other than internal structure, Surround sleep surface bracket, Coalesse lounge wood, bent-ply or steel frames, Task Seating upholstered outer back covers, Coalesse Ensemble

5 years

Steelcase Health recliner and sleeper mechanisms including central lock, trendelenburg and associated levers and pedals, Steelcase Health heat and massage components, Brody fabric on footrest, Turnstone Simple Seating, Coalesse stacking chairs and dollies, Coalesse Lox™ foot stool ring, Coalesse Montara650 wood shell, Frank Lloyd Wright Racine Guest Chair and Lounge Chair.

3 years

Coalesse exposed wood frames and wood legs, Lagunitas™ articulating back, SW_1 lounge tablet, Ensemble performance back with pull strap

INTERACTIVE AND ACOUSTIC SOLUTIONS

5 years

Qt™ PRO Emitters, Control Modules and Qt Room Control

BOARDS AND EASELS

12 years

Verb™ teaching lectern and plastic components

5 years

Premium tackboards frames and Premium whiteboards frames, Work Tents, FLW Racine Whiteboard

3 years

Answer® markerboard surfaces, Flex, Groupwork®, Bivi® and Clipper™, Coalesse Exponents™ markerboard surfaces.

2 years

FLW Racine PET Tackboard

WORKTOOLS

12 years

Keyboard mechanisms, flat panel monitor arms, cable management products. Lighting fixtures: dash, LED Radial and LED Linear Desktops, LED Shelf, LED Linear Shelf and Shelf Lights.

5 years

Lighting power supplies, ballasts, and LED lighting components: dash, LED Radial and LED Linear Desktops, LED Shelf, LED Linear Shelf and Shelf Lights. Launch pad power components

3 years

Personal caddy pad, palm rests, LED Intro light fixture, Eclipse Light fixture, components, and power supply. Electrical desktop, rail mounted or under worksurface power that houses power and/or data and/or USB, Flex Dock.

1 year

Steelcase Flex Mobile Power

SURFACES

12 years

Laminate, wood veneer and solid surface, all standard textiles except as listed below.

5 years

Bo Peep, CuraNet™, Gaja Jacks, Link™, Nitelights, Redeem, Remix, Retrieve; Silk, Sprite, Steelcut Trio, glass surfaces, architectural glass, paint colorfastness, (except Cast Shadow) Steelcase Health wood finish, Surround Sleep surface fabric, Ascent, Sheer.

3 years

Steelcase Health thermoform Kydex, Steelcase Health rigid thermoform casegoods, overbed table tops and tablets, vinyl wrapped surfaces, clear or frosted acrylic, Coalesse glass, granite, Corian®, Fusion top surfaces, Bix™ projection mesh screen, translucent corner table screen and side table top; Coalesse SW_1 and Lagunitas knit, Hexa, LessThanFive® carbon fiber chair

STEELCASE LIMITED LIFETIME WARRANTY FOR AMERICAS

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

- Normal wear and tear.
- Failure to apply, install, reconfigure, or maintain products according to published Steelcase or manufacturer instructions and guidelines.
- Abuse, misuse, or accident (including, without limitation, 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 in an integrated product solution, including but not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

WARRANTY DOES NOT COVER:

- Products considered by Steelcase to be consumables; (e.g., batteries, bulbs/lamps).
- 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.
 - Planked Veneer intentional and natural variations that includes, but not limited to: character marks, grain pattern, color and natural color aging.
- Custom surfaces and fabrics are covered under supplier individual warranty and do not fall under Steelcase warranty including, but not limited to, quality, aging, colorfastness, shade variations, puddling, wrinkling or abrasions. Steelcase is not responsible for additional costs for replacement or labor.
- Products manufactured utilizing a non-standard product platform or material.
- Other manufacturers' products, Steelcase shall pass along any warranty it receives with respect to other manufacturers' branded products.
- Products purchased from other than Steelcase or a Steelcase authorized reseller, unless otherwise prohibited by law.

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, 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.
- 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 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" means any individual client who acts for its own use and for purposes that are outside its trade, business, craft, or profession
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer

STEELCASE RESERVES THE RIGHT TO REQUEST THAT THE DAMAGED PRODUCT BE RETURNED PRIOR TO GRANTING A REMEDY.

HOW DO YOU GET WARRANTY SERVICE WHEN THE PRODUCT IS PURCHASED THROUGH THE STEELCASE STORE?

To facilitate warranty service, please keep your original proof of purchase. Contact Steelcase Store Customer Service by emailing customercare@steelcase.com or calling 800.516.3454, Monday through Friday, 8 a.m. to 8 p.m. Eastern Time. We will either send you a replacement part for you to install or we will work with our local repair team to get your Product fixed.

Visit this website for a complete list of current store locations:
<http://www.steelcase.com/en/shop/shop-retail/pages/main.aspx>

HOW DOES FEDERAL, STATE, OR PROVINCIAL LAW APPLY?

- This warranty provides specific legal rights, and you may have other rights, which vary by location.

Visit this website to see a complete listing of online locations:
<http://www.steelcase.com/en/shop/shop-online/pages/main.aspx>

THIS LIMITED CONSUMER WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS WARRANTY IS PROVIDED. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. WHERE APPLICABLE LAWS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES. WHERE APPLICABLE LAWS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

