

STEELCASE WARRANTY*

For Global Products

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

Steelcase Inc. ("Steelcase") Global Products Warranty includes Steelcase® and Coalesse® brand products. Steelcase manufactures products for use around the world in every region. Products in two or more regions are "Global Products." The regional warranties (the Americas (including the United States, Canada, Mexico, the Caribbean, Central and South America), EMEA (Europe, except UK and Ireland, including Russian Federation, Middle East, Central Asia and Africa), United Kingdom and Ireland, and APAC (Asia Pacific)) shall apply for any product not included in the Global Products Warranty. Steelcase warrants that Global Products are free from defects in materials and workmanship as set forth below. This 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.

*Not applicable to products sold at retail to consumers (as defined below), who should refer to the Steelcase Consumer Warranty for their region.

GLOBAL PRODUCTS - LIMITED WARRANTY

DESKS, TABLES, SCREENS, STORAGE AND BENCHING

Steelcase: Bassline™, Bivi®, B-Free™, 4.8 Table, Fliptop Twin Table, Campfire® Big Lamp, Big Tables, Big Tables with trough and grommets, Paper Table, Personal Table, and Screens, Divisio Side Screen, FrameOne™/FrameOne Plus, High-Density Storage, Steelcase Flex, Migration™ SE, Ology™ Desk, Ology Bench, Verb™, and Universal Storage, Touchdown, WorkValet, Possilio

Coalesse: CG_1™, Free Stand, Lagunitas™, Millbrae™, Montara650, Potrero415®, Potrero415 Light, PowerPod, Sebastopol™, and SW_1®

Lifetime Warranty

Frame (except Coalesse), case/carcass, doors (except tambour), drawers (body and fronts), pulls/handles, supports, legs and base (except Coalesse), suspensions, carts, modesty panels, wire managers/cable trays, baskets, cup holder, dividers, rails, shelves, hanging folders bar, interlocks and locks

12 Year Warranty

Steelcase Flex, Migration™ SE, Ology™ Desk, and Ology™ Bench height-adjustable mechanisms and electronics, 4.8 Table, Fliptop Twin Table, Flex board clips, modular power/electrical power, mechanisms, casters, rollers, wheels, and glides; Coalesse steel legs, and steel bases, Flex Active Frames, Ocular™ Steel and Melamine Bases, Possilio electrical components and mechanisms

5 Year Warranty

Tambour doors

3 Year Warranty

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 SW1 table tablet including slide mechanism. Flex Active Frames Power Options,

Refer to separate regional warranties for WorkValet Electronic Locks

SEATING

Steelcase: Amia™, B-Free, Buoy®, Brody™*, Campfire® Lounge, Ottoman and Wedge, cobī™, Gesture™, i2i™, Leap™, Node™, QiVi™, Reply™, Steelcase Flex, Steelcase Series® 1, Steelcase Series® 2, SILQ™, Shortcut®, Umami® and Think™, Karman™, Please®.

Coalesse: Enea™ Altzo943, Hosu®, Lagunitas, LessThanFive™, Marien152, Massaud, Millbrae, Montara650, SW_1 and Visalia®, Jean Nouvel Collection

Lifetime Warranty

Frame (except Coalesse), 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; Umami® frames, Coalesse lounge wood, bent-ply or steel frames, Coalesse Ensemble

3 years

Lagunitas articulating back, LessThanFive finish, SW_1 lounge tablet, Coalesse Ensemble performance back with pull strap

BOARDS AND EASELS

Steelcase Flex, Verb™

Lifetime Warranty

Verb whiteboards, docks, hooks, easels, storage caddy, and wall track

12 Year Warranty

Verb teaching station lectern and plastic components

3 Year Warranty

Flex markerboards, Flex Active Frames Mobile Board Clips.

WORKTOOLS

SOTO™/1+1 Welcome Tools, Eyesite®/Plurio, CF/FSMA and dash®

Lifetime Warranty

Mobile caddy, telephone caddy, binder holder, letter trays, launch pad non-powered and screen, functional screen, personal pocket; flat top hanger; wastebasket; footrest, mobile laptop support, laptop shelf, monitor bridge, ergo edge, and desk pad; cable clip, personal hook, toolbox, set of small boxes

12 Year Warranty

Eyesite/Plurio, CF Series/FSMA, PU supports, and keyboard supports, lighting fixtures for dash.

5 Year Warranty

Launch pad powered, lighting components for dash LED

3 Year Warranty

USB charging station, Eclipse Light, Steelcase Flex Mobile Power 2.0

SURFACE MATERIALS

Refer to separate regional warranties for surface materials details.

*Brody electrical power is not covered in EMEA

*For Migration™, Ology™, WorkValet™, Universal Storage™, 4.8 Table™, and FrameOne™, warranty coverage in APAC follows regional APAC terms due to product differences.

STEELCASE WARRANTY FOR GLOBAL PRODUCTS

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 matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in materials such as wood, clear coat finishes and leather.
 - Planked Veneer's intentional and natural variations include, but are not limited to: character marks, grain pattern, color and natural color aging.
 - Cast Shadow's variations include, but are not limited to color range, weld marks, fingerprints, anodized streaks, colorfastness, color haze and variability across parts and products.
- Materials specified through our Custom Surfaces, COM program and Select Surfaces are warranted differently by each supplier and do not fall under Steelcase warranty. Additionally, if the material is found to be covered under a supplier's warranty including, but not limited to, quality, aging, colorfastness, shade variations, puddling, wrinkling or abrasions, Steelcase is not responsible for additional costs from replacement products 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 date of delivery with respect to the product from Steelcase or a Steelcase Authorized Reseller to you 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, federal or national 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.

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

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

WITHOUT PREJUDICE TO THE LEGAL WARRANTIES PROVIDED UNDER NATIONAL LAW, THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED CONTRACTUAL WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES.