

Return Policy: Purchaser may return product up to 30 days after ship date. Purchaser will be responsible for return shipping fees. Shipping fees will not be refunded. All shipments returned Freight Collect will be refused. Product must be returned in the original packaging. If original packaging has been disposed of, purchaser will need to ensure that product is packaged in a way that will not result in damage. E Com, Inc. reserves the right to assess a restocking fee on all products returned. Custom made products (including special colors) are non-returnable. Purchaser must contact E Com, Inc. to obtain a return authorization number prior to returning product.

## WARRANTY INFORMATION

### LIMITED WARRANTY SEATING

E Com, Inc. warrants its seating products against defects in material and workmanship for 15 (fifteen) full years. Lifetime on all pneumatic lifts, 5 (five) years on upholstery.

E Com, Inc. warrants its metal and wooden stools against defects in materials and workmanship for 3 (three) full years.

E Com, Inc. warrants its mesh office chairs and mesh guest chairs against defects in materials and workmanship for 5 (five) full years, lifetime on all pneumatic lifts, 5 (five) years on upholstery.

This warranty does not apply to damage resulting from shipment, storage, alteration, misuse or normal wear.

### WARRANTY CONDITIONS

E Com, Inc. warrants its products to be free from defects in material and workmanship from the date of their original purchase, for normal commercial use and for the applicable warranty period specified. The E Com, Inc. warranty extends only to original purchasers acquiring new products for commercial use directly from E Com, Inc., its authorized dealers, or others specifically authorized by E Com, Inc. to sell its products.

The warranty does not apply to damage caused by the carrier; customer modification of product; attachments to a product; non-standard materials selected by and used at the request of a customer; or products which are not installed or used in accordance with the E Com, Inc. published instructions.

E Com, Inc.' obligation and the purchaser's sole remedy under this warranty are limited as follows: repair or replacement of parts, at the company's option, F.O.B. its plant.

Purchasers may be required to establish that a claim is within the warranty period by producing the invoice for the product or other proof of purchase which is reasonably satisfactory to E Com, Inc. E Com, Inc. makes no warranty to purchasers who acquire products for personal, family, or household purposes. No person, firm, or corporations authorized to assume for E Com, Inc. any liability in connection with the sale or installation of the E Com, Inc. products except as stated above. THERE ARE NO OTHER WARRANTIES EXCEPT AS EXPRESSLY SET FORTH ABOVE. EITHER EXPRESSED OR IMPLIED INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. The remedies stated herein are expressly agreed to be exclusive as a condition of sale, and E Com, Inc.

liability with respect to its products shall not exceed that expressly set forth above regardless of the theory upon which any claim might be based, including breach of contract, warranty, negligence, or strict liability in tort. Under no circumstances shall E Com, Inc. be liable for incidental or consequential damages.