

INTERNAL PRODUCT MEMO: Confidential - Not for Distribution

DATE: 1/22/2025

SUBJECT: 3-Year Chair Warranty

The term of our sewing chair warranty has historically been 1-Year. To improve our competitive advantage, a proposal to extend the warranty to 3-Years was put forward.

The warranty cost for sewing chairs was analyzed and was found to be a fraction of a percentage of sales. Based on this finding, it was decided to implement the 3-Year chair warranty.

The warranty statement appears on our website and in the assembly manual. In addition to the 3-Year reference, the warranty verbiage was modified to protect against warranty claims for normal wear-and-tear on the cushioned back and seat components. We also took this opportunity to overhaul the assembly manual to a multi-page, more user-friendly format.

This change will take effect immediately. The website will be updated and the revised manual will be forwarded to the chair supplier for immediate implementation. However, due to normal production lead times and turnover of stock, it will likely be 4 to 6 months before the updated warranty statements are received in the chair boxes by our customers.

Please let me know if you have any questions.

Ed and Mona
Product Management