

# 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 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 valid from the date of delivery, regardless of shift usage to the original End User and is non-transferable. 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. End User means the final purchaser acquiring a product from Steelcase or a Steelcase Authorized Reseller for the purchaser’s own use and not for resale, remarketing or distribution.

### EXCEPTIONS TO THE LIFETIME COVERAGE

#### SYSTEMS, STORAGE, DESKS, TABLES AND BENCHING

##### 12 years

Airtouch®, Bivi®, Migration SE, Ology™ and Solo height adjustable mechanisms and electronics, Flex board clips, mechanisms, lighting fixtures, Convey™ door hinges, drawer slides, casters and adjustable brackets, Coalesse steel legs, steel bases, and door hinges.

##### 5 years

Height adjustable mechanisms and electronics, LED lighting components, Coalesse occasional table frames

##### 3 years

Campfire™ footrest, Coalesse Free Stand mechanism and tablet, Coalesse SW\_1® table tablet including slide mechanism.

##### 1 year

Separation Screens, TS Series Storage Electronic Lock

#### SEATING

##### 12 years

Mechanisms, lumbar mechanisms, headrests, coat hanger, pneumatic cylinders, arm caps, foam, casters and glides, Max-Stacker® III, lounge power modules, wood frame side chairs, tablet arms, Node™ and Shortcut® personal worksurface, Coalesse lounge wood, bent-ply or steel frames

##### 5 years

Turnstone Simple Seating, Coalesse stacking chairs and dollies.

##### 3 years

Coalesse exposed wood frames and wood legs, SW\_1 lounge tablet

#### BOARDS AND EASELS

##### 12 years

Verb™ teaching lectern and plastic components

##### 5 years

Premium tackboards and whiteboards

##### 3 years

Flex, Groupwork®, Bivi® and Pivot markerboards, Clipper™

##### 1 years

Huddleboard™

#### WORKTOOLS

##### 12 years

Keyboard mechanisms, flat panel monitor arms, lighting fixtures, cable management products

##### 5 years

Articulating and adjustable arms, lighting power supplies, ballasts and LED lighting components; launch pad power components, Active Lift Riser

##### 3 years

Personal caddy pad, palm rests, LED Intro 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, Brisa, Cogent: Geode Vertical, CuraNet™, Gaja - C2C Cradle to Cradle™, Jacks, Link™, Nitelights, Redeem, Remix, Retrieve; Silk, Sprite, Spyder, Steelcut Trio, glass surfaces, architectural glass, paint colorfastness, Steelcase Health wood finish, Surround Sleep surface fabric, Ascent, Sheer.

##### 3 years

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, Universal Hard Surface Screens (fluted and solid)

**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.

**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. 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?**

To facilitate warranty service, please keep your original proof of purchase. Contact Steelcase Store Customer Service by emailing [customer care@steelcase.com](mailto:customer care@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>

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

**HOW DOES STATE OR PROVINCIAL LAW APPLY?**

- This warranty provides specific legal rights, and you may have other rights, which vary, from state to state and province to province.

THIS LIMITED CONSUMER WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED 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, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES.



