

STEELCASE LIMITED CONSUMER WARRANTY for Americas

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

Steelcase Inc. ("Steelcase") warrants that Steelcase®, Turnstone®, Nurture®, and Details® brand products are free from defects in materials and workmanship for the life of the product, except as set forth below. This warranty is valid from the date of delivery, regardless of shift usage, and covers the original purchaser for products delivered in the Americas: United States, Canada, Mexico, Latin America and the Caribbean.

EXCEPTIONS

SYSTEMS AND STORAGE SOLUTIONS

12 years

Modular Power, Post and Beam textile
In-fills, casters and glides, lighting fixtures

5 years

Architectural doors, office systems doors, Nurture® overbed tables, height adjustable mechanisms, articulating and adjustable arms, lighting power supplies, ballasts and LED lighting components

3 years

Personal caddy pad

SEATING

12 years

Mechanisms, pneumatic cylinders, arm caps, foam, casters and glides, Max Stacker®, Max Stacker® II, Domino, wood frame side chairs, tablet arms, Node™ personal worksurface, Verb™ teaching station lectern and plastic components, Nurture recliner components and optional accessories other than internal structure

5 years

Nurture recliner, sleeper and central locking and trendelenburg mechanisms and associated levers and pedals, Nurture heat and massage units

INTERACTIVE AND ACOUSTIC SOLUTIONS

12 years

ēno® trim and brackets

5 years

ēno Play and ēno projector mounts

3 years

ēno technology components and accessories, ēno stylus, and ēno receiver; media:scape® technology components; RoomWizard™, TagWizard™, Qt PRO sound masking control modules

1 year

Certified refurbished RoomWizard™

BOARDS AND EASELS

5 years

Premium and Contractor Series Tackboards

3 years

Huddleboard™, Answer® markerboard surfaces

DETAILS®

12 years

Keyboard mechanisms, flat panel monitor arms, lighting fixtures

5 years

Height AdjusTable mechanisms, lighting power supplies, ballasts and LED lighting components, launch pad power components, and urethane edge treatments

3 years

Executive office tools, palm rests, Kybun®, Power Pincher®, Walkstation treadmill parts and wear items (1 year service and labor)

SURFACES

12 years

Laminate, wood veneer and solid surface, RTF Nurture casegoods, all standard vertical surface textiles (except Cogent™: Geode and Sprite) and the following seating textiles: Buzz2, Chainmail; Cogent: Connect, and Cogent: Trails; Cricket, Crosswalk, Hampstead, Playground, Regis2, Stand In, Seating vinyl, Connect 3D, 3D Knit, Jersey® Mesh, Qivi® Net, Reply® Air Mesh, Elmorustical and Elmosoft Leather, Steelcase Leather

5 years

Bo Peep, Brisa, Cogent: Geode Seating, Cogent: Vertical, and Cogent: Tides; CuraNet™; Gaja-Cradle to Cradle™, Jacks, Link™, Nitelights, Redeem, Remix, Retrieve; Sprite, Spyder, Steelcut Trio, Turnstone Collection by Designtex®, Zoe2, glass surfaces, paint colorfastness, Nurture wood finish

3 years

Vinyl wrapped surfaces and acrylic

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WARRANTY DOES NOT APPLY TO PRODUCT FAILURE OR LOSS RESULTING FROM:

- Normal wear and tear
- Failure to apply, install or maintain products according to published Steelcase instructions and guidelines.
- Abuse, misuse, or accident
- 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; such substitute components include but are not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

WARRANTY DOES NOT COVER:

- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer (excluding certified refurbished products).
- Products considered by Steelcase to be consumables (e.g., batteries, bulbs/lamps, except projector lamps offer 6 months coverage)
- Variations occurring in surface materials (e.g., matching grains, textures and colors across dissimilar substrates and lots).
- Select Surfaces, Nurture Graded-In and Custom Surfaces are not covered, except as warranted by the original supplier, for material properties including, but not limited to, quality, colorfastness, shade variations, puddling, wrinkling or abrasions
- Warranty excludes Custom Surfaces that COM testing has deemed to be unsuitable for upholstery on our products.

- Steelcase textiles purchased through the cut yardage program are warranted for defects in manufacturing of the material.
- Coalesse® has an independent warranty.

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 the purchase price for the affected product if 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 legally permitted to conduct business in the jurisdiction where the product is sold, (ii) is duly authorized by Steelcase to sell the product, and (iii) sells the product new and in its original packaging.

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

To facilitate warranty service, please keep your original proof of purchase. Contact Steelcase Store Customer Service by emailing store@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.

Note: If you purchased directly from a Steelcase Authorized Reseller, please contact that reseller. [Click here](#) to see a complete listing of current store locations:

<http://www.steelcase.com/en/shop/shop-retail/pages/main.aspx>

and [click here](#) to see a complete listing of online locations:

<http://www.steelcase.com/en/shop/shop-online/pages/main.aspx>

THIS LIMITED 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. THE IMPLIED WARRANTY OF MERCHANTABILITY (AN UNWRITTEN WARRANTY THAT THE PRODUCT IS FIT FOR ORDINARY USE) IS LIMITED TO THE DURATION OF THIS WARRANTY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THESE EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

Warranty is non-transferable and valid only for the original purchaser acquiring a product from Steelcase or a Steelcase Authorized Reseller for the purchaser's own use and not for resale, remarketing or distribution.

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.