



PRODUCT WARRANTY INFORMATION

LIFETIME WARRANTY

ERG International warrants to the original purchaser of new products to be free from defects in material, workmanship and specification for a LIFETIME under conditions of normal use (defined as single shift, 40-hour work week) and maintenance. Under this warranty, ERG International at its sole discretion will repair, replace, or refund the purchase price of any product found to be defective. In the instance that a product is no longer available, a like or similar product may be offered. This warranty is valid only if the product is given normal use, proper care and maintenance.

EXCEPTIONS

Standard lifetime warranty will not apply nor will ERG International be held responsible for the following: (1) purchase of tops and/or bases only; (2) modified or altered original products not previously approved by ERG International; (3) depreciation caused by normal wear and tear; (4) damage sustained during shipping/handling or exposure to dramatic temperature and humidity variations; (5) damage caused by misuse, neglect, lack of proper maintenance and cleaning, or damage resulting from inexpert installation. Customers Own Material (COM and COL) are not covered under this warranty. ERG will not be held responsible for overall performance (fading, colorfastness, appearance, behavior, flame retardancy or durability) of any materials used, including but not limited to graded-in, COM, COL, laminate, veneer, solid surface and will not warrant matching or color, grain or texture.

Additional textile note: Normal wear and tear, shrinkage, puddling, stretching and wrinkling of any upholstery material(s) are not covered under ERG International's warranty policy, nor will any required labor, shipping, transportation or service call to alter or fix be covered. Please see individual textile manufacturer's warranty policy.

LIMITATIONS

(1) Ten year warranty extended on foam in all lounge, modular and banquette seating. (2) Five year warranty extended on moving parts; table flip mechanisms, table folding mechanisms, table adjustable height mechanisms, casters, tablet arms, seating swivel mechanisms, gaslifts, pistons, glides. (3) One year warranty extended on all electrical and data components, self-edge on occasional tables.

PROCEDURE & ADDITIONAL NOTES

To be eligible, product defects must be reported within 30 days of discovery of said defect at 805-981-9978 or via email to any Customer Service Representative. Any repair or service of ERG International products made by the customer must receive written approval from ERG International prior to any repair being completed. Unauthorized repair, service, alteration or modification of the products or non-approved ERG components will void the warranty. You are responsible for any service and transportation charges not directly related to any defect covered under this warranty. Any and all freight, transportation or labor charges will not be covered by ERG International for repairs or replacement parts after one year of service of original order. Freight damages must be signed for and sent to ERG International within 14 days of receipt of product in order to file a claim. ERG will not reimburse for any labor on any freight claim under this warranty policy. Concealed damages are subject to case-by-case basis but replacements, labor, service are not guaranteed under this policy.