

Steelcase Limited Warranty

WHAT DOES THIS WARRANTY COVER?

Steelcase Inc. ("Steelcase") warrants that Steelcase®, Turnstone®, Details®, and Nurture® brand products ("Products") are free from defects in materials or workmanship for the time periods set forth below. This Limited Warranty covers any product, part, or component manufactured 1/1/2007 - 1/18/09 that fails under ordinary use during the warranty period as a result of a defect in materials or workmanship. This Limited Warranty applies only to Products purchased directly from store.steelcase.com or a Steelcase Authorized Reseller by purchasers located in the United States or Canada.

HOW LONG DOES THE WARRANTY LAST?

This warranty is valid only for the original purchaser and terminates if you transfer, sell or modify your Product. This warranty begins on the date the Product is manufactured and continues:

	Steelcase & Nurture Products	Turnstone Products	Details Products
• 10 years	Glides, seating mechanisms, including pneumatic cylinders, laminate work surfaces	Seating mechanisms, pneumatic cylinders, electrical components, laminate and wood veneer	All products and components
• 5 years	Fabric and leather; user-adjusted work surface mechanisms	Stacking chairs (Domino, Max Stacker, Max Stacker II and Parade), wood-frame chairs, user-adjustable work surface mechanisms, office systems doors and their frames and mechanisms, T-8 electronic ballasts, Classic Collection textiles, foam and other covering materials	
• 3 years		T-8 magnetic ballasts, Designtex Graded-In textiles, vinyl wrapped work surfaces and acrylic	
• 1 year	Markerboard or replacement parts	Answer markerboard surfaces and replacement parts (or the balance of the original warranty period, whichever is longer)	

	Steelcase & Nurture Products	Turnstone Products	Details Products
• Lifetime - for as the original purchaser owns it	Frame and structural components (base, arms, seat and back) and all other components and parts	All other components and parts	

WHAT WILL STEELCASE DO?

If a Product is defective in materials or workmanship, Steelcase will replace or repair it at no charge or refund the purchase price, at Steelcase's option.

WHAT IS NOT COVERED BY THIS WARRANTY?

This warranty does not apply to:

- Normal wear and tear
- High-wear items such as glides and textiles (Turnstone products only)
- Failure to apply, install, or maintain Products according to published Steelcase instructions and guidelines
- Fading, discoloration or natural variations occurring in leather and fabric
- Variations occurring in surface materials (for example, colorfastness or matching grains, textures and colors across different surfaces)
- 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 (for example, substitute work surfaces, leg supports, panels, brackets, shelves, overhead bins, and other integral components)
- Products considered consumables such as lamps, Customer's own materials (COM) or non-standard textiles and materials
- Other manufacturers' products

This warranty does not cover consequential damages (for example, the cost of repairing or replacing other property that is damaged when your Product does not work properly). This warranty does not cover transportation to and from the Authorized Retailer or Steelcase to get warranty service, loss of time, loss of use, or other 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 limitation may not apply to you.

How Do You Get Warranty Service?

To facilitate warranty service, please keep your original proof of purchase. Contact Steelcase Store Customer Service by e-mailing store@steelcase.com or calling

1.800.516.3454, 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 an Authorized Retailer, please contact that Retailer. Click here to see a complete listing of current store locations:

<http://www.steelcase.com/na/files/c4a46ec366c74cbba3b163eece97df1d/Steelcase%20Authorized%20Retailers.pdf>

and click here to see a complete listing of current online locations:

http://www.steelcase.com/na/buy_online_HowToBuy2.aspx?f=25174

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.