

Steelcase Limited Consumer Warranty

WHAT DOES THIS LIMITED 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 after January 18, 2009 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 LIMITED WARRANTY LAST?

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

	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	Height-Adjustable worksurfaces, Airtouch® bases
• 5 years	Fabric and leather; user-adjusted work surface mechanisms	Stacking chairs, 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	Height-Adjustable Urethane edge worksurfaces, Height-Adjustable lifting columns and electronics, Lighting ballasts, Flat Panel Monitor Arm gas cylinders
• 3 years		T-8 magnetic ballasts, Designtex® Graded-In textiles, vinyl wrapped work surfaces and acrylic	Treadmill parts and wear items are

	Steelcase & Nurture Products	Turnstone Products	Details Products
• 1 year	Markerboard or replacement parts		Treadmill service and labor
• Lifetime - for as long 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	All other components and parts

WHAT WILL STEELCASE DO?

Pursuant to this Limited Warranty, if a Product is defective in materials or workmanship, Steelcase will (i) repair or, at Steelcase’s option, replace the affected Product at no charge, or (ii) refund the purchase price for the affected Product if repair or replacement is not commercially practicable or cannot be timely made. In the event of a defect in materials or workmanship, these are your exclusive remedies.

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 or retailer 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.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

This Limited 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

The following products and materials are not covered by this warranty:

- Products considered consumables (e.g., lamps), Customer's Own Material (COM) or non-standard textiles and materials, Huddleboard™ Ledge Grabbers, Markerboard Grips, and Flip Chart Pegs
- Variations occurring in surface materials (e.g., colorfastness or matching grains, textures and colors across dissimilar substrates and lots)
- Other manufacturers' products (Steelcase will pass-through other manufacturer's warranties where applicable and to the extent possible)

This Limited Warranty does not cover consequential damages (for example, the cost of repairing or replacing other property that is damaged when your Product fails). This warranty does not cover transportation to and from the Authorized Reseller 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 expressly limited to the duration of this Limited 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.

How Do You Get Warranty Service When the Product is Purchased Through Store.Steelcase.com?

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 have your Product repaired.

How Do You Get Warranty Service When the Product is Purchased Through a Steelcase Authorized Reseller?

Please contact the Authorized Reseller directly. Click here to see a complete listing of current retail store locations:

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

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 Limited Warranty provides specific legal rights, and you may have other rights, which vary, from state to state and province to province.

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