

# Warranty Information

## EXCLUSIVE 10 YEAR LIMITED WARRANTY

Enwork warrants that the goods shall be free from defects in materials or workmanship for a period of ten (10) years except as follows. Chairs are warranted for single shift, standard commercial usage, defined as a standard 8-hour work day, five days a week, when the product is used by a person weighing less than 250 lbs. Lighting, height-adjustable tables, monitor arms, electrical components, pneumatic cylinders, locks, drawer slides, and glides are warranted for a period of five (5) years. Casters are warranted for a period of one (1) year. There is no warranty for "self-edge" chipping or peeling, or on refrigerators.

Upholstery fabrics, vinyl, and polyurethanes are warranted from defects in material and workmanship for five (5) years except for Pixley, Milan, Capri, Ardi, Reko, and Monaco chairs which are warranted for three (3) years. Customer's own materials (COM) are not covered by this warranty. Consult with upholstery materials suppliers for performance criteria and suitability of individual materials. Textiles and laminates are sold subject to minor variations of color. Since textiles vary in weave, thickness and memory, some creasing and/or gathering may occur during the upholstery application process. Because leather is a natural product, variations of texture are common and should be expected.

This warranty excludes any type of misuse, abuse, as well as ordinary wear and tear.

Pursuant to this warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Enwork will, at its option, (a) repair the affected product at no charge, (b) replace the affected product at no charge with a new or refurbished product of comparable function, performance, and quality, or (c) refund the original purchase price for the affected product if repair or replacement is not commercially practicable or cannot be completed in a timely manner.

This warranty applies solely to the original Buyer with the period starting on the date of shipment, and only for products shipped to and sold for use in the U.S. and Canada. This is Enwork's sole and exclusive warranty, and the Buyer waives all others.

The foregoing warranty shall not apply to damage caused under the following circumstances: (a) damage caused during shipping (this will be handled under separate terms); (b) modifications or attachments to the product that are not Enwork approved; (c) products that were not installed, used or maintained in accordance with product instructions and normal industry practice; (d) products used for rental purpose; (e) damage caused by misapplication of cleaning product; (f) natural variations in wood grain, figure, or the presence of character marks; or (g) changes in surface finishes due to aging or exposure to light. If a damaged product is repairable, Enwork may, at its option, permit the Buyer to repair the item and Enwork will issue a credit to the Buyer in accordance with Enwork's repair allowance schedule.

**WARRANTY DISCLAIMER.** Enwork expressly and unconditionally disclaims any and all warranties, express or implied, including but not limited to any warranties of fitness for a particular purpose or merchantability, or warranties based on oral representations from Enwork's personnel or agents, affirmations, models, drawings, samples, promotional literature whether in print, on the internet or in any other format or media. ✈

Refer to Enwork's published Price List for complete terms and limitations.