

North America Lifetime Warranty



Steelcase Inc. (“Steelcase”) warrants that Steelcase® and Turnstone® brand commercial products are free from defects in materials or workmanship. Steelcase will repair or replace with comparable product, at its option and free of charge, any product, part, or component manufactured after January 1, 2002 which fails under normal use as a result of such defect. This warranty applies from the date of manufacture, regardless of shift usage and is valid only for the original purchaser.

Exceptions

10 years

Seating mechanisms and pneumatic cylinders, electrical components, Werndl™ product lines

5 years

Stacking chairs, wood-frame chairs, and all other mechanisms including: user-adjustable work surface mechanisms, office doors and their frames and mechanisms, wood veneer and other covering materials, foam and Classic Collection textiles

3 years

Options Collection textiles, vinyl and acrylic

1 year

Markerboards, Scribe Technology products, replacement parts (or the balance of the original warranty period, whichever is longer)

Exclusions

This warranty does not apply to product failure 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 following products and materials are not covered by this warranty:

- Products considered consumables (e.g. lamps and ballasts)
- Customer’s own (COM) or non-standard textiles and materials
- Variations occurring in surface materials (e.g. colorfastness or matching grains, textures and colors across dissimilar substrates and lots)
- Other manufacturer’s products (Steelcase will pass through other manufacturer’s warranties where applicable and to the extent possible)

This warranty applies only to products delivered in the United States and Canada.

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 CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.