

# PRODUCT WARRANTY

Lifetime Assurance of Quality

General Information

Terms and Conditions	▶ See page ii
Product Warranty	iv
Sustainability	v
ANSI/BIFMA	vi

## Our Pledge

Interwoven stands behind the craftsmanship of our products. When brought to our attention, we will address warranty issues quickly and effectively.

## Recommendations

Facilities managers and users are urged to make periodic inspections to look for signs of structural fatigue, damage, or potential failure that may occur as a result of daily handling and use. Inspections should include the structural joints, corner blocks, screws or fasteners, welds, and any other points of stress. If any problems are found, the product should be taken out of service and Interwoven Customer Service should be contacted promptly at 800.418.7205.

## Finishes and Materials

### Wood Finish Color Matching

Each piece of natural wood offers unique texture and grain. Minor variations in finish color and value may occur due to the natural characteristics of wood. Interwoven carefully selects all materials used in every product ensuring a commercially acceptable color and finish. Factors such as aging and exposure to light alter finishes.

### Fabric Color Matching

Interwoven will always ship a satisfactory commercial match on fabric. Because of industry dye-lot variation, colors may not match exactly.

## Limited Product Warranty

Interwoven warrants that its products are free from defects in materials and workmanship given normal use and care for a lifetime of the product.

*Exception: Some products and parts have limited warranty periods.*

▶ See lists at right.

This warranty is made by Interwoven to the original customer for as long as the original customer owns and uses the product.

This warranty is only valid if the products are given normal and proper use, and installed or used in accordance with Interwoven installation and/or application guidelines, and installed by an authorized Interwoven dealer or agent.

Interwoven assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration, or negligent use of our products.

**EXCEPT AS EXPRESSLY SET FORTH ABOVE, THERE ARE NO OTHER WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL, PUNITIVE, OR INCIDENTAL DAMAGES UNDER THIS WARRANTY.**

All warranties run from date of manufacture.

## Warranty Periods

Warranty periods are limited for certain products and/or component parts as follows:

### 10-Year Warranty

- Veneers
- Laminate
- Solid surface
- EOS<sup>CU</sup>
- Pneumatic lifts on stools and tables (cylinder assembly)

### 5-Year Warranty

- High-wear parts (such as casters, glides, drawer slides, moving chair arms, sinks, faucets, keyless locks)
- Seating mechanisms and mechanical components including Trendelenburg and Central Locking Casters for Greer, Meadow, and Shore
- Electrical/power products including heated seat system
- Covering materials (such as foam, most textiles, 3D laminate, and decorative trim)

### 3-Year Warranty

- Custom products

## Warranty Exclusions

This warranty does not cover:

- The substitution of non-Interwoven components for use in place of Interwoven components
- Naturally occurring variations and differences in grain character and color between and within wood species
- Natural variations in marble and leather
- Damage caused by a freight carrier
- Normal wear and tear arising from product use
- Damage resulting from improper use or storage of the product
- C.O.M. (Customer's Own Material) or any other non-standard material specified by the customer, including attributes such as appearance, durability, quality, performance, colorfastness, etc.
- Alliance program fabrics
- Fabric, leather, and felt fading and wear, discoloration from contact with liquids or change in color or texture caused by application of finishes (flame proofing, stain resistance)
- Alterations or repairs to the product not expressly authorized by Interwoven
- Products considered to be of consumable nature (such as bulbs, light ballast, and certain electronic products)

## Warranty Claim Process:

- ① A customer should contact his or her dealer, who will contact Customer Service at 800.418.7205. The purchase order or acknowledgement number, model number, and a detailed description of the warranty issue should be provided. **Serial numbers may be required** before the claim can be processed.
- ② Customer Service will determine and pre-approve all resolutions to the claim, such as replacement units, service parts, and labor charges related to repair or redelivery of damaged or defective product.
- ③ Upon approval, a Case Number and resolution will be assigned to an authorized dealer, and all parts and components necessary for the repair/replace will be sent to the authorized dealer, which will carry out the resolution. The dealer should include the Case Number on all invoices for reimbursement once the warranty repair/replace has been completed. Interwoven shall not be responsible for any unauthorized expenses. Interwoven will only accept dealer invoices submitted within 90 days of the final approval by Customer Service; invoices received after 90 days will not be approved for dealer credit or payment. All warranty information should be sent to:

### Interwoven

ATTN: Customer Service  
1600 Royal Street  
Jasper, Indiana 47546  
Telephone: 800.418.7205