

We are committed to designing, manufacturing, and delivering product solutions that are innovative, high quality, and environmentally friendly. Our promise is to stand behind the quality of our products and strive to improve the quality of life for our consumers.

We warrant that products are free from defects in materials and workmanship, as set forth in the warranty agreement below. This warranty is valid from the date of shipment, and covers the original purchaser for products delivered in the United States and Canada.

## Warranty Periods

Wood and synthetic parts, casters, bases, arms, adjustable lumbar support, stacking chairs, mechanisms, pneumatic cylinders, and foam - 5 years  
Fabric, leather, and vinyl - 3 years  
Non-moving metal components - 10 years

## Warranty

If a product, component, or part fails under ordinary use as a result of a defect in materials or workmanship during the applicable warranty period, Design Source International, at its sole obligation, will (i) repair or, at Design Source International's option, replace the affected product, part, or component at no charge with a comparable product, part, or component, or (ii) refund the purchase price for the affected product, part, or component if repair or replacement is deemed not feasible by Design Source International. Proof of purchase must be provided and must be in the form of the original invoice from the authorized dealer. This document is the only proof of purchase that Design Source International will accept in order to proceed with any claim.

This warranty is only applicable to product defects that (i) existed upon receiving the product from Design Source International, and (ii) causes a failure of the product to perform under ordinary use in conformance with all applicable local, state, or federal laws, codes, and regulations.

This warranty applies only to original purchasers in the United States and Canada who acquire new product from Design Source International. The Design Source International warranty applies exclusively to normal commercial use, based on a standard forty hour work week, eight hour single shift work day, and (for seating units) users weighing up to 250 lbs/114 kg. This warranty does not apply to products used for rental purposes.

This document inclusively describes all of the warranties given and remedies available with respect to Design Source International products and services. Design Source International disclaims any other warranty whether express or implied, statutory or otherwise, in relation to its products. Design Source International shall not be liable for any consequential, indirect, special, punitive, or incidental damages.

Design Source International's warranty does not extend to labor, delivery, or installation costs.

## Warranty Exceptions

Warranty DOES NOT APPLY to product failure or loss resulting from: (a) normal wear and tear that can occur over time, (b) abuse, misuse, negligence, or accident, (c) exposure to extreme environmental conditions, (d) failure to apply, install, or maintain products according to published instructions and guidelines, (e) alteration or modification of the product (e.g. the substitution of any unauthorized non-Design Source International components for use in place of Design Source International components), and (f) damages caused by a carrier in transit and, (g) damages caused by delivery/installation contractors.

Warranty DOES NOT COVER:

Products considered consumables (e.g., lamps).

Variations occurring in surface materials including but not limited to:

- Matching of grains, textures, and colors across dissimilar substrates and lots, or presence of character marks in casegood surface materials.
- The colorfastness or the matching of colors of textiles, including an exact match to cuttings, samples, or to swatch cards.
- Damage or changes in surface finishes due to aging or exposure to light (including UV rays).
- Marks, scars, or wrinkles occurring naturally in leather.
- Damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds, sharp objects, or prolonged exposure to direct sunlight.
- Natural variations in wood or other materials.

Custom surfaces and materials (such as Customer Own Material [COM] textiles) are only warranted by Design Source Industries for their application onto a specified product. These materials are not covered under our warranty.