

Warranty



Warranties and policies will differ by the manufacturer.

Global Furniture
SitonIt
Herman Miller

Interiors
by **MonkOffice**

Interiors
by MonkOffice

Global Furniture

TERMS AND CONDITIONS

This illustrated list price book has been designed to facilitate fast reference and easy use. Products are categorized into "seating", "desks", "files", "panels" or "tables" and are listed numerically within their categories. The line drawings match actual photographs (where possible) to aid in instant recognition of the total range within a series.

Sales of Global Furniture Group ("Global") products are made only on Global's standard Terms and Conditions of sale which are contained in this list price book. The "Purchaser" in these Terms and Conditions shall refer to Dealers and those who originally purchase directly from Global for use or re-sale. These standard Terms and Conditions may be modified or supplemented only by a separately written document signed by Global's authorized personnel at its head office in Toronto, Ontario, Canada. Any term or condition contained in any purchase order or other form used by the Purchaser to order goods (including standard, printed language) which is different from, in addition to, or in any way inconsistent with Global's standard Terms and Conditions shall be of no force or effect whatsoever.

All illustrations, specifications and prices in this list price book are based on the latest product information available at time of publication. Global reserves the right to make changes at any time and without prior notice to prices, colors, materials, specifications and models offered.

Description

Each product shown or described in this list price book is standard Global product. Available options are noted at the beginning of each series. Available options may require additional delivery time and cost, and may affect the warranty given. Sizes and weights shown are approximate and are subject to slight changes from time to time.

Prices and Payment

The prices shown in this list price book as well as those quoted by Global, are in Canadian dollars for orders shipped to destinations in Canada.

If shipping date requested is more than 90 days from date of order, Global shall reserve the right to use published list prices effective at time of shipment.

Orders are invoiced at time of shipment. Terms of payment are net 30 days from date of invoice unless otherwise stated. The Purchaser agrees that Global shall reserve the right to enforce a charge amounting to 1.5% per month (18% per year) on invoices outstanding more than 30 days.

If the Purchaser's most recent annual net volume is less than \$5,000, Global may suggest payment be made in advance.

All orders are subject to the Purchaser complying with Global's prevailing credit policy.

Any products sold by Global shall remain the property of Global until fully paid.

Prices are suggested list prices only and are subject to change without notice. Global will, however, attempt to keep the Purchasers up-to-date on all developments including price changes.

Taxes

All prices shown in this list price book are exclusive of sales, use, excise, HST and other applicable taxes and duties which may be the Purchaser's responsibility as per the invoice issued by Global. If the Purchaser claims an exemption from such taxes, it shall be the Purchaser's responsibility to furnish Global with an appropriate exemption certificate at time of order.

Ordering Information

Global requires that all orders be submitted in writing and will be acknowledged on Global's acknowledgement forms governing the transaction.

The details appearing on this acknowledgement will describe the items to be shipped and the approximate shipping date. It is the Purchaser's responsibility to determine that the information in the acknowledgment is correct. In the event of an error, the Purchaser must notify their Global Customer Service representative immediately by telephone followed by written confirmation. Shipping dates are assigned to orders based on the items having the longest manufacturing lead time (unless instructed to partial ship).

At time of order, please provide the following information:

1. Account number (if possible)
2. PO number
3. "Bill to" and/or "Ship to" and name and address
4. Complete model number and selected options including textiles/finishes
5. Special instructions and tag information
6. Shipping instructions, please indicate:
 - a. pick up
 - b. Global trailer program
 - c. common carrier, provide name of carrier, your account number
7. Special quote (SQ) # or MTM # (if applicable)
8. Customer's Own Material (COM), Global Purchased Material (GPM), Customer's Own Leather (COL), see below.
9. For specials and custom quoted product, please indicate the custom quote # on your PO. If changes are made to the quote a new quote must be issued prior to submitting the order. It is the Purchaser's responsibility to determine that the information on the quote is correct. Global will not be responsible for wrong product due to errors in the quote.

The above points will be checked by Global for accuracy. Global will process orders using the codes provided by the Purchaser. Price discrepancy is the responsibility of the Purchaser. The Purchaser must notify Global prior to invoicing.

The Purchaser is responsible for providing correct information at time of order. If no option(s) are selected the system will default to standard feature(s). Orders with missing/incorrect information (finish, etc.) will be put on hold until all information is complete. Orders will be scheduled for manufacturing upon receipt of complete information.

Changes and Cancellations

After the date of Global's acknowledgment of the Purchaser's order, the order may not be changed or cancelled by the Purchaser without the written consent of Global. Orders for products upholstered in "special order textiles" (GPM) cannot be cancelled once material has been purchased. Special order items, COM and textile-covered items already in production are not subject to change or cancellation under any circumstances. Textile-covered items are considered to be in production once the textile is scheduled for cutting. Other standard items already in production are subject to a minimum 35% cancellation charge.

Errors and Omissions

All quotations, acknowledgements and invoices are subject to corrections for any errors and omissions.

Casters

The list price book specifies the caster which comes standard with each chair model. Most chairs are equipped with C1 or C65 casters which are best used on carpeted surfaces. If it is intended to use the product on hard surfaces such as ceramics, concrete, linoleum or hardwood, it is recommended to use different casters. It is the responsibility of the customer to determine the standard caster for a particular product and whether such caster is appropriate for the given application. The Arm and Caster section illustrates the caster options offered by Global and their suggested uses.

FINISHES

Seating Finishes - Painted

Where painted frames are not a standard color, a special quote is required.

Seating Finishes - Wood Stained

One time charge of \$175 net per order for custom wood staining/color matching. Restrictions may apply. The customer must provide a 3" x 3" color chip/sample. For application of customer's own wood stain, there is an upcharge of 10% per unit net. For Global Contract and Descor finishes, there will be 10% upcharge for unit net. Non-standard finishes must be approved by Global prior to acceptance of order.

Custom Wood Staining

Custom wood staining procedure for wood seating is as follows. Customer provides a sample of the desired wood finish. That sample is sent to Global Customer Service. Several finished samples will be sent back. The customer/end user will sign off on the samples (keeping one for their records) and return the rest of the samples. Global will not necessarily match the wood species but rather will generate a color that will coordinate with the sample when it is applied to the wood species used in the seating frame.

File Finishes

There is no upcharge on any standard file finish. Any non-standard file finish must be approved by Global prior to acceptance of order and may be subject to an upcharge.

9100 Series, 9100 Plus Series, 9300 Series, 9300 Plus Series, 9700 Series, G Series Pedestals, and E Series Pedestals can be ordered in non-standard finishes with a 10% upcharge on orders up to and including 10 units. There is no upcharge on orders of 11 units or more.

Please note:

- You can only combine 9100 Series files and 9100 Plus Series files to meet the 11 unit minimum.
- You can only combine 9300 Series, 9300 Plus Series, and 9700 series to meet the 11 unit minimum.

An upcharge of 10% will apply to Metallic, Mica and any non-standard White finishes regardless of the number of units ordered.

Wood Veneer Finishes

Because the distinctive characteristics and the nature of wood products cause variations, exact matches are not always possible. Global will not be held responsible if the finishes cannot be matched.

TERMS AND CONDITIONS

Customer's Own Material (COM)

Use of COM must be approved by Global prior to acceptance of order. Please submit the Authorization Request Form. Photocopy and use this form as often as necessary. The customer must provide a 12" x 12" textile sample and advise how the textile is to be applied and quantity of textile being sent. **Textile yardage requirement will be advised by the factory, and additional yardage may be required if pattern requires matching.** Upon approval from Global, send textile to the COM Department at: 596 Supertest Road, Toronto ON, M3J 2M5. Send to the address provided on shipping document upon approval from Global. If COM is difficult to apply or if product is required to be modified, extra charges will apply. Global reserves the right to cancel an order at any time if COM is inadequate for any reason. COM must be shipped freight and duties paid if applicable to our factory. Such shipment must be fully identified with the Purchaser's order number, and the item for which the material is intended. Performance of COM when applied to product is the sole responsibility of the Purchaser. Global's standard product warranty shall not apply to COM.

COM price is the lowest published price/grade for the series. The published yardage requirement for COM orders is approximate and shown beside each item in the list price book. The yardage shown there is based on the textile requirements for cutting and sewing a single chair in a plain patterned textile. For textiles with a pattern repeat or for COM orders involving 10 or more chairs, please consult with Customer Service for recalculation of the yardage requirements as this may significantly change the textile requirement.

Textile Grading

All products are priced according to their standard textile grade. Lower grade textiles may be available but at the same price as standard textile grade. See Textiles and Finishes section for graded textiles.

Combining two grades of textiles may result in a revised grade. Please refer to "Two Grades Combination Chart" in the Textiles and Finishes section. For more than two textiles a special quotation is required.

Global Purchased Material, Customer Specified (GPM)

Global may purchase material specified by the customer. Use of GPM must be approved by Global prior to acceptance of order. If it is difficult to apply or if product is required to be modified, extra charges will apply. Global reserves the right to cancel an order at any time if GPM is inadequate for any reason. Performance of GPM when applied to product is the sole responsibility of the textile vendor. Global's standard warranty will not apply to GPM materials.

Customer's Own Leather (COL)

Not all seating can be upholstered in leather. Please consult series notes for availability. COL price is the lowest published grade for the series (leather or fabric).

Upholstery Coverings

Slight variations in color may occur between dye lots. Although Global attempts to minimize these variances, they do occur and must be accepted as normal and will not be considered defects.

Leather is a Natural Product

Natural variations occur in the color, grain and texture of leather. As a result, a degree of variation should be expected. As leather is used it develops a patina. Its color changes slightly, it will get marked and it will stretch and pull, these are the hallmarks of genuine leather and are not considered defects.

Yardage

Required yardage (yd) is based on unmatched materials with widths of 54" for seating, 63" for panels.

Arms

A wide selection of arms are available for some series. See Arm Chart in the Seating list price book.

Weight

In the Seating list price book, weight is provided for both unit weight and carton weight. In the Casegoods list price book, carton weight is provided.

Delays

Global's order acknowledgment will state a shipping date which is Global's best estimate at the time the order is acknowledged. However, Global shall not incur any obligation or liability to the Purchaser for failure to ship by specified date unless Global has agreed to an unequivocal shipping date in a separately signed written document executed by its authorized personnel at its head office. In addition, Global will not be liable for any loss or damage resulting from any delay or failure in shipment or other failure to perform all or any part of the agreement between the parties with respect to the goods shown on the face of the order acknowledgement where such delay, failure, loss or damage is the proximate result of any act of any governmental authority or political subdivision thereof, revolution, riot, civil disorder or disturbance, delay or default in transportation, strike disputes among or between labor unions or other labor disputes, delay or inability in obtaining materials and facilities, fire, flood, act of God or any cause not within the reasonable control of Global.

Free on Board (FOB)

FOB point is Global's Factory, Toronto, Ontario, Canada.

Courier Type Shipments

This symbol is used to indicate that the adjacent product can be sent by courier type shipments, such as Federal Express, Purolator, CanPar and UPS.

Shipping

The Purchaser must select, at time of order, one of two methods of freight payment. Global will make no end-user shipments unless special arrangements have been made.

1. FOB point of shipment, freight collect - pick up and common carrier.
2. FOB point of shipment, freight prepaid and invoiced to the Purchaser - Global Trailer Program.

All deliveries are dock to dock.

Service

Service requests are normally the responsibility of Global's authorized Dealers. Where this cannot be accomplished on a local level, service problems should be referred to Global's Customer Service Department.

Global/Express (Canada)

Tel: (905) 660-5101 or 1-800-567-8901

Fax: (905) 660-4759 or 1-800-375-5134

Global International

Tel: (416) 661-3660

Fax: (416) 661-661-0983 or 1-877-585-5579

Returns

No returns of goods will be accepted without written consent and shipping instruction from Global. A minimum re-stocking charge of 35% is made on all authorized returns for credit or refund, provided goods are received by Global in the condition in which they left the factory. This may increase depending on the type of product. Global's Return Goods Authorization (RGA) numbers must appear prominently on all authorized returns. Global will not be responsible

for return freight costs. No credit will be given if goods cannot be reused as new. Special order items, non-stock items and COM products are in no event subject to return. All returns must be approved and authorized in writing by Global Customer Service. Global reserves the right to refuse delivery of any unauthorized returns.

Claims

All goods are sold FOB plant or Global Distribution Center. Global is not responsible for damage which occurs in transit (or in storage). The carrier signs for all goods received in apparently good order. It is the Purchaser's responsibility to examine goods upon receipt and to file any claims with the carrier for losses or damage to the product occurring during transit, including concealed damage.

Any claims made against Global for apparent defects, errors or shortages must be made by the Purchaser, in writing, within 15 working days after any delivery. Failure by the Purchaser to make any claim against Global within 15 days shall constitute acceptance of the goods and a waiver of any apparent defects, errors or shortages.

Suspension

In the event that the Purchaser defaults in the payment of any sum due to Global, or in the event the Purchaser's financial condition becomes unsatisfactory to Global, Global shall have the right to defer or discontinue shipment of any goods until such time as the default is cured or the Purchaser provides assurance of payment to Global.

Copyright

All catalogs, photographs, drawings, list price books and other printed materials are protected by copyright. All rights reserved.

Trademarks

All trademarks are owned by Global Furniture Group other than OBUSFORME™ which is owned by OBUSFORME LTD CO., a division of Homematics Inc., MOR-CARE which is owned by MORBERN INC, Perma-Mesh which is the property of J.B. Research Inc. SCHUKRA™ which is owned by SCHUKRA MANUFACTURING INC and PULSOR™ which is owned by JB RESEARCH INC/RELAXOR, and Forminco computer stations and accessories which are owned by 2749394 Canada Inc. and are used under license. OBUSFORME® and the distinctive backrest design are registered trademarks of OBUSFORME LTD CO.

Designs and Patents

Many of the products produced by Global are protected by design registrations, design patents and/or patents. Design and specifications are subject to change, discontinuance or additions without notice.

For a full listing of issued trademarks, please visit globalfurnituregroup.com.

Cubic Measure

The stated volume is an approximate cubic foot measure that may be used to calculate freight costs. The figure shown is the total shipping volume of a unit (e.g. if a part is sent in 2 cartons the volume indicated reflects both cartons together) and is subject to change without notice. It is most economical to purchase the specified number per carton.

Combined Shipments

Global will make every effort to combine shipments and orders on written request. However, Global cannot be held responsible where such requests are not complied with.

TERMS AND CONDITIONS

Offer of Sale

Possession of this list price book or any other literature shall not imply the company's willingness to sell to the holder and shall not be construed as a direct offer of sale.

If a conflict arises between: (i) prices found in software support packages furnished to the customer by Global or by any other source on behalf of Global; and (ii) Global's current pricing found on Global's website, then the most current shall prevail.

Testing Qualifications

Many Global products pass or exceed the most stringent industry testing standards.

Disclaimer

Metric dimensions are provided for seating products for reference only. In the event that there is a discrepancy between imperial measurements and metric measurements, imperial measurements shall prevail. Prices shown are current manufacturer's suggested list prices at time of printing. Updated pricing is available on Global's website. All applicable taxes are extra. Descriptions, specifications and prices are subject to change without notice. Errors and omissions are subject to correction.

Fire Codes

Flame resistant components are most often requested to be tested to comply with California Technical Bulletin 117, often referred to as CAL117. The foam used in Global chairs meets the requirements of California TB117 and all of the upholstery fabrics Global offers meet this requirement. In addition, most Global seating models can be certified to California TB133. This available certification can be done when selected seating models are upholstered in specific textiles. The list of certifiable seating models and available textiles changes from time to time. Please contact Customer Service for a list of certifiable models and upholstery materials. There are other fire codes that are not commonly specified. Global Upholstery Ltd. can usually provide test results for any North American code. Please contact Customer Service. Please see chart below for CAL TB 133 upcharges and for complete CAL TB 133 information refer to the Global Dealer Center.

This list price book is effective as of July 1, 2018.

For periodic updates, please check the PDF at globalfurnituregroup.com. After login, select Resources then Price Lists. From here you will have the option to select either the Caseloads or the Seating price list. Global warrants that all commercial products are free from defects in material and workmanship, for the life of the product, to the original Purchaser.

WARNING - SEATING PRODUCTS

TO PREVENT PRODUCT FAILURE AND POSSIBLE INJURY:

Ensure that the appropriate selection is made for the intended use of the chair including user's weight. Some chairs are not recommended for users above a certain weight. Frequently inspect the chair for visible cracks and tighten all screws, bolts and adjustable knobs. If the chair is damaged or unstable, immediately remove it from service.

Any information or suggestions concerning applications, specifications or compliances with codes and standards is provided solely for your convenient reference and without any representation as to accuracy or suitability. Global disclaims any legal responsibility. The user must verify and test the suitability of any information or products for his specific application. Global reserves the right to change the Terms and Conditions in the list price book without notice.

CAL TB 133 Upcharges Updated: Feb 2, 2016

Product Category	Category	Fabric / Vinyl / Leather
Seating with polypropylene seats and backs	CAL TB 133 certified stacking chairs with a plastic seat and back.	\$0
Seating with COM of 1 yard of fabric or less (except mesh back chairs)	Most - Stacking chairs with upholstered seat Nesting chairs with upholstered seat Small stools	\$75
General seating with COM yardage of 1.25 yards to 2 yards, and chairs with a mesh back	Most - Guest chairs Desk chairs Mesh back chairs with fire rated mesh Conference chairs Executive seating	\$110
Lounge seating and bucket chairs	1 seater, club chairs 2 seaters 3 seaters	\$250 \$400 \$500
Benches (without a back)	1 seater bench 2 seater bench 3 seater bench	\$100 \$175 \$250

Global warrants that all commercial products are free from defects in material and workmanship, for the life of the product, to the original Purchaser.

Global will repair or replace, at Global's option, as the sole remedy for any defect covered by the warranty. The warranty applies to products manufactured after March 22, 2016.

Global makes no warranty that any of its products are suitable for any particular purpose and makes no other warranties, express or implied, other than those set out here. As codes and standards vary from one jurisdiction to another, references to compliance are solely for convenience and without any representation as to accuracy or suitability. Users must verify the suitability of such information or product for their specific application. In no event shall Global be liable in either tort or contract for any loss or direct, special, incidental, consequential, or exemplary damages.

General Commercial Seating

Global's warranty for general commercial seating covers all chair components including pneumatic cylinders, bases, casters, glides, frames, arms, plastic seats, backs and other structural components.

The warranty applies to single shift, standard commercial usage, defined as a standard eight (8) hour day, forty (40) hour week for users weighing up to 300 lbs.

Exceptions to the warranty for general commercial seating are as follows:

- Foam, upholstery, textiles (as sampled on Global branded and textile program cards), mesh material and electrical devices, are warranted for five (5) years
- Control mechanisms are warranted for twelve (12) years
- Heavy duty seating and light use seating are not defined as General commercial seating (see below for warranty exceptions)

Heavy Duty Seating

Global offers products designed for multiple shift applications (24 hours a day / 7 days a week) and larger individuals weighing up to 350, 400 and/or 500 lbs. (depending on series and/or model). Global warrants these products for twelve (12) years to the original Purchaser. All components (including control mechanisms, pneumatic cylinders, bases, casters, glides, frames, arms, plastic seats/backs, etc.) are covered for 24/7 applications under the warranty. The exceptions are foam, upholstery and textiles, which are covered for five (5) years. Fabric or upholstery material on these products must exceed 100,000 double rubs for the textile portion of the warranty to apply. Heavy duty product series that apply under this warranty can be found in the Heavy Duty section of the list price book.

Light Use Seating

Global offers light use seating that is warranted for ten (10) years for the original Purchaser. The warranty covers all components (frames, glides and arms). The foam/textiles are warranted for five (5) years. The warranty on these light use series is for an eight (8) hour day, forty (40) hour week for users up to 200 lbs. Light use product series that apply under this warranty currently consists of the Kats and Key series.

Seating Warranty Summary

Seating Type	Components Warranty For Original Purchaser	Use Time For Warranty Coverage	Exceptions
General commercial seating	lifetime	8 hours/5 days per week	foam/upholstery/textiles/mesh/electrical devices - 5 years control mechanisms - 12 years
Heavy duty seating	12 years	24 hours/7 days per week	foam/upholstery/textiles - 5 years
Light use seating	10 years	8 hours/5 days per week	foam/upholstery/textiles - 5 years

Global's warranty does not apply (for any product category) to the following:

- Nominal or normal amount of wear and tear that can occur over time
- Failures which result from negligence, abuse, accident or misuse
- Failure to apply, install or maintain products according to Global's written instructions and warnings
- Modifications, attachments or repair methods not approved by Global
- Damage caused by a carrier in transit, or delivery/installation contractors
- The matching of colors, grains or textures (wood, leather, etc.) of natural materials
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments
- Color fastness or the matching of color of textiles, dye lots of textile can vary
- Damage by markings or staining; damage by sharp objects or imprinting from instruments
- Damage to textiles or laminate and wood surfaces/edges from exposure to sunlight (including UV rays)
- Products used for rental purposes
- Purchased parts are warranted for one (1) year
- Failure to follow specific cleaning and disinfecting instructions posted on globalfurnituregroup.com

Global's warranty does not cover the costs of transportation or labor. Repair or replacement will be at Global's discretion.

Textiles

Global warrants Global branded textiles and Global carded textile programs inclusive of fabrics, vinyls and leather products for five (5) years. Global does not warrant COM (Customer's Own Material) or GPM (Global Purchased Material) that are customer specified materials, or graded-in and purchased by Global for a customer. For GPM or COM products, please contact the textile supplier for performance information and warranty details. Please refer to our website at globalfurnituregroup.com for detailed information on cleaning and disinfecting procedures. Improper usage of disinfecting/cleaning products may void the warranty.

Global textiles and finishes are updated periodically to meet the demand and trends of the market. As a result, some textiles and finishes may be discontinued by Global or the manufacturer. In the event that a textile or finish is discontinued, Global will make every reasonable effort to provide an alternative product(s) of comparable function.

Global warrants that all commercial products are free from defects in material and workmanship, for the life of the product, to the original Purchaser.

Global will repair or replace, at Global's option, as the sole remedy for any defect covered by the warranty. The warranty applies to products manufactured after March 22, 2016.

Global makes no warranty that any of its products are suitable for any particular purpose and makes no other warranties, express or implied, other than those set out here. As codes and standards vary from one jurisdiction to another, references to compliance are solely for convenience and without any representation as to accuracy or suitability. Users must verify the suitability of such information or product for their specific application. In no event shall Global be liable in either tort or contract for any loss or direct, special, incidental, consequential, or exemplary damages.

Files, Desks, Modular Furniture, Tables, Panels & Accessories

Global warrants all components of metal storage and filing, laminate and wood veneer desks, laminate and wood veneer tables, metal leg components and panels for the lifetime of the product to the original Purchaser.

The warranty applies to single shift, standard commercial usage, defined as a standard eight (8) hour day, forty (40) hour week. Load restrictions apply, refer to individual product descriptions.

Exceptions to the warranty for files/desks/tables and panels are as follows:

- Electrical devices, panel and tackboard textiles, adjustable keyboard mechanisms, non-electrical table mechanisms, monitor arms, lecterns, coat trees and task lights - five (5) years
- Laminate folding tables - one (1) year
- Motorized electrical components - two (2) years

Files, Desks, Modular Furniture, Tables, Panels & Accessories Warranty Summary

Product Type	Components Warranty For Original Purchaser	Exceptions
Metal storage and filing	lifetime	none
Laminate/wood veneer desks and modular furniture	lifetime	tackboard textiles, electrical devices, task lights - 5 years
Boardroom, conference and training tables	lifetime	electrical devices - 5 years moving parts - 5 years
Panels	lifetime	panel textiles, electrical devices, task lights - 5 years
Coat racks and lecterns	5 years	none
Folding tables (laminate & molded)	1 year	none
Height adjustable tables	5 years	motorized parts (on electrical tables) - 2 years

Global's warranty does not apply (for any product category) to the following:

- Nominal or normal amount of wear and tear that can occur over time
- Failures which result from negligence, abuse, accident or misuse
- Failure to apply, install or maintain products according to Global's written instructions and warnings
- Modifications, attachments or repair methods not approved by Global
- Damage caused by a carrier in transit, or delivery/installation contractors
- The matching of colors, grains or textures (wood, leather, etc.) of natural materials
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments
- Color fastness or the matching of color of textiles, dye lots of textile can vary
- Damage by markings or staining; damage by sharp objects or imprinting from instruments
- Damage to textiles or laminate and wood surfaces/edges from exposure to sunlight (including UV rays)
- Products used for rental purposes
- Purchased parts are warranted for one (1) year
- Failure to follow specific cleaning and disinfecting instructions posted on globalfurnituregroup.com

Global's warranty does not cover the costs of transportation or labor. Repair or replacement will be at Global's discretion.

Textiles and Finishes

Global textiles and finishes are updated periodically to meet the demand and trends of the market. As a result, some textiles and finishes may be discontinued by Global or the manufacturer. In the event that a textile or finish is discontinued, Global will make every reasonable effort to provide an alternative product(s) of comparable function.

Interiors
by MonkOffice

Sit on It

WARRANTY

PRODUCT WARRANTY PERIODS

Exemplis LLC, d.b.a. SitOnIt Seating (hereafter referred to as the Company), warrants to the original end user that this product will be free from defects in its material and workmanship when used in a single shift (standard eight-hour day, five days per week) for the following warranty periods:

LIFETIME WARRANTY COVERAGE:

- All SitOnIt Seating products, except where noted below
- Structural Components: Prise, Switchback and Voyager

12-YEAR WARRANTY COVERAGE:

- Amplify, Torsa, Wit and Novo used in multi-shift (24/7) applications.
- Lounge seating and occasional/lounge tables.
- Bases: Ocala, Tensor
- Monitor Arms¹: King Cobra, Mobio series, Unity G2 series

10-YEAR WARRANTY COVERAGE:

- Non-Stop Heavy Duty, Freelance Bariatric and chairs purchased with a Heavy Duty (HD) or Large and Tall (LT) option used in multi-shift (24/7) applications.
- Electrical Components²: Prise

SEVEN-YEAR WARRANTY COVERAGE:

- Electrical Components²: Switchback and Voyager

FIVE-YEAR WARRANTY COVERAGE:

- Kickstand
- Fabric, foam, knit back, mesh and plastic.
- All filing products³
- CPU Holders
- Screens
- High Tide
- Keyboard Trays
- Lighting Fixtures
- Power Components⁴: EON, Current, Power Strips
- Wire Management

TWO-YEAR WARRANTY COVERAGE:

- Fabric and foam cushioning for Non-Stop Heavy Duty, Freelance Heavy Duty and chairs purchased with an HD or LT option
- Multipurpose felt glides
- Half-Moon Pencil Drawer

ONE-YEAR WARRANTY COVERAGE:

- Lighting Power Supplies
- Mouse Pads
- Wrist Rests

1. *Weight capacity of the monitor arms must be followed. If an arm is not functioning properly because of the weight of the monitor is outside of the advertised weight capacity, the monitor arm will not be considered defective under the warranty.*
2. *Please note that electrical components on a height-adjustable table include: hand controls, motors, control boxes and electrical cables.*
3. *This warranty does not cover damage from ordinary wear and tear, including paint finish changes and/or discoloration resulting from aging or exposure to light.*
4. *Power components are defined as any power unit with electrical outlets and/or USB/data connections, connector jumper cables for daisy chain and infeeds for hardwire applications.*
5. *Warranty limited to finishes, tacking surface of tack boards and writing surface of whiteboards. Standard textiles limited to original manufacturer's warranty.*

FREIGHT WARRANTY

At SitOnIt Seating™, we take pride in crafting one-of-a-kind pieces. Products are thoughtfully inspected prior to being carefully wrapped and packed for shipment. Upon receiving your order, should your order be less than perfect, please follow these steps for an expedited resolution:

IF DAMAGE IS VISIBLE:

1. Please accept shipment and report damages on the freight bill.
2. Contact SitOnIt Seating Customer Experience to report the issue **within 10 days after delivery.**

IF DAMAGE IS CONCEALED:

1. Save merchandise and packaging.
2. Take a photo to document the damage.
3. Contact SitOnIt Seating Customer Experience **within 60 days after delivery.**

Either way, we are here to help! SitOnIt Seating Customer Experience Team is on standby to assist Monday through Friday, 5:00 a.m. to 5:00 p.m. PST. Call 888-274-8664 or email sitonit@exemplis.com

WARRANTY

THE COMPANY DOES NOT WARRANTY

- COM/COL textiles
- Product abuse or misuse
- Failure resulting from normal wear and tear
- User modification of or attachments to the product
- Products or parts not used, maintained or installed in accordance with the Company's installation, maintenance and/or applicable guidelines
- Products that are exposed to extreme environmental conditions and/or have been subject to improper storage
- Floor samples or display models
- Products purchased "as is" and/or secondhand
- Products sold by unauthorized dealers
- Creasing and/or gathering of textiles during upholstery application process
- Minor irregularities of color, surface, grain and texture
- Minor variations of color in textiles
- Variations of texture and natural markings such as neck wrinkles, scratches, backbone marks and stretch marks in leather
- Color matching of textiles exactly to samples, swatches or prior purchases

APPLICABLE PROVISIONS TO ALL PRODUCTS AND SERVICES

The Company will repair or replace with a comparable product, at its option, without charge to the original purchaser, only defective products or parts found defective during the Warranty Period. If requested by the Company, the original purchaser must return the part or product with freight or other shipping charges prepaid.

This warranty shall be effective for the applicable time period beginning from date of purchase as shown on original purchaser's original receipt or other proof of purchase.

For products purchased on or after August 1, 2012, the Company shall pay for all labor costs pre-approved by the Company. The payment of such pre-approved labor costs will be in the form of a credit to an active Company account.

There are no other warranties, expressed or implied, other than those specifically described, including, without limitations, any implied warranty or merchantability or of fitness for a particular purpose. The Company will not be responsible for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Warranty claims must be reported within 60 days of any concealed damage. The Company will advise you of the procedure to follow when making warranty claims. Call the Company at the number below to explain the defect. Give your name, address and telephone number. Please be prepared with the model number and sales order number found under the seat of the chair.

SitOnIt Seating: (888) 274-8664

Interiors
by **MonkOffice**

Herman Miller



A warranty is a promise.

Here's ours: 12 years, 3 shifts, labor included

Our warranty covers everything—including electrical components, casters, pneumatic cylinders, tilts, and all moving mechanisms.

It recognizes the changing nature of work and the need for products that can stand up to continuous use.

And it means that when warranty work is performed in the U.S. and Canada, Herman Miller foots the bill.

At Herman Miller, we work for a better world around you. Our products—and our promise to stand behind their quality 100 percent—are designed to improve your environment whether it's an office, hospital, school, home, an entire building, or the world at large.



All products sold under the Herman Miller brand, including Herman Miller Healthcare products, Geiger® products, Eames® aluminum group, Eames Soft Pad™ group, Eames executive chairs, and Eames tables, are backed by our 12-year, 3-shift warranty, except as limited or described below. Warranty information for Nemschoff products can be found by visiting nemschoff.com/customer-care/warranty. Warranty information for Maharam® textiles can be found by visiting maharam.com/site/terms.

Herman Miller Products

5 years

Herman Miller Collection products; C-style flipper door unit with lift-assisted mechanism; Connect™ power and data; Cubert®, Flute™, and Tone™ personal task lights; Eames Pride Hang-It-All®; Eames Tables and Tandem Seating power modules; Exclave® whiteboards, tackboards, and accessories; Flo® power hub; Formwork® and Ubi™ liners; Keyless Locks; Logic Power Access Solutions™; Logic Reach; Lolly personal light; Mbrace wall-mounted technology; Ode® lamps; Overlay™ Trellis and Linear light; Procedure/Supply Carts keyless lock bars; Tabetta Tablet Mount, Twist™ LED task light; Ubi USB power module

3 years

Herman Miller Collection outdoor products; Compass™ system faucet; Live Platform hardware

2 years

Logic Micro Tower and Magis-branded products from the date of purchase by the original purchaser

1 year

Formwork stackable desktop storage; Nelson™ Bubble Lamps®

None

Beware of Imitations poster; Exclave eco boards; Girard throw; Maharam Memory 3 game; Maharam pillows; Textiles & Objects poster

Herman Miller Materials

5 years

Herman Miller proprietary fabrics applied to seating products (exceptions covered under 12-year warranty include: Ace, AireWeave™ 2, Aristo, Balance, Bingo, Crepe, Dex, Duo, Epic, FLEXNET™, Intercept, Interweave 2, Leather, Lyris 2™, MCL Leather, Marvel, Mercer, Monologue, 8Z Pellicle®, Rhythm, Strata, Summit, Sync, and Whisper); Sayl® knit back cover

1 year

Herman Miller Design on Textile (DOT™) and Customer's Own Image (COI)

Parts and Components

5 years

Electronic ballasts used in task lighting; keyless lock on Compass; mechanical components (drive shaft, motor, etc.) on Locale® height-adjustable surface; mechanical and electrical components on Motia® sit-to-stand tables, Nevi™ sit-to-stand tables, and Nevi Link; Renew™ sit-to-stand pneumatic counterbalance and crank mechanism; power leg access option on Renew sit-to-stand tables

3 years

All service parts; electric motors for Co/Struc® height-adjustable tables

2 years

Electrical components (switch, control box, etc.) on Locale height-adjustable surface

1 year

Compass system faucet sensors and control box

6 months

All other products, parts, and any services not listed above, sold or furnished by Herman Miller or its subsidiaries, except for consumable products such as batteries, dry-erase markers, erasers, light bulbs, fans, and other electronic products for which no warranty is given

Other Manufacturers' Products

Herman Miller does not warrant other manufacturers' product but will pass through to the original purchaser any warranty supplied by other manufacturers to the extent possible, including, but not limited to, open-line laminates.



Provisions that apply to all Herman Miller-branded products and services:

Herman Miller, Inc. ("Herman Miller"), 855 East Main Avenue, PO Box 302, Zeeland, Michigan 49464-0302, USA, warrants the products sold by it and its subsidiaries to be free from defects in material and workmanship, regardless of the number of shifts during which the products are used, for the warranty periods specified.

This limited warranty covers the sale of Herman Miller product in all countries. Not all of the product lines appearing on this list are marketed by Herman Miller in all countries, and appearance on this list does not imply an offer for sale of a product line in a particular place. Product line availability is defined in current price lists applicable to different regions.

During the applicable warranty period, Herman Miller, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty, which fails under normal use as a result of a defect in material or workmanship. Herman Miller will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire new product from Herman Miller, its subsidiaries, or its authorized resellers. Any product, part, or component must have been used according to Herman Miller's published instructions and installed and maintained by a Herman Miller factory-trained technician or an authorized Herman Miller dealer installer. If these requirements are met, warranty coverage will be extended. Any misuse, abuse, or modification to the original product voids the warranty. Herman Miller does not warrant the performance of the product when used in combination with other than original Herman Miller product.

Limited warranty only covers Herman Miller provided products, components, and related repair work performed by Herman Miller authorized dealers.

The warranty period starts from the date of purchase.

This document inclusively describes all of the warranties given and remedies available with respect to the company's products and services. Herman Miller and its subsidiaries disclaim any other warranty whether express or implied, statutory or otherwise, in relation to the products.

Herman Miller does not warrant:

- natural variations in wood grain or figure or the presence of character marks
- changes in surface finishes, including colorfastness, due to aging, exposure to light or direct sunlight
- marks, scars, or wrinkles occurring naturally in leather
- veins, marks, voids, fissures, or cracks found naturally in stone
- failure resulting from normal wear and tear
- pilling of textiles
- matching of colors, grains, or textures of natural materials
- colorfastness or the matching of colors of textiles or surface finishes, including an exact match to cuttings, samples, or swatch cards
- damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp objects or imprinting from writing instruments

- changes in the decibel level of motors or mechanisms utilized in height-adjustable products
- damage or marking of materials or abrading of textiles over time caused by sharp or foreign objects
- discoloration of textiles and surface materials due to soiling, stains, or dye transfer from clothing, including denim

Herman Miller tests Customer's Own Material (COM) and other customer-supplied items for manufacturing quality only and does not provide any warranty with regard to these materials.

Herman Miller does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED AND TO THE EXTENT THEY ARE LEGALLY REQUIRED, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.

HERMAN MILLER SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

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Applies outside US: Except as stated above, Herman Miller will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products, but nothing contained herein will or will be considered to exclude or restrict any liability on Herman Miller's part for death or personal injury resulting from negligence.

Effective August 2020

HermanMiller

For more information about our products and services or to see a list of dealers, please visit us at hermanmiller.com or call (888) 443 4357.

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Interiors
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