

# Warranty Statement



HEYES™ warrants its products are free of defects in design, material and workmanship for as long as the original purchaser owns them.

If written notice of the defect is given within the applicable warranty period, HEYES™ will repair or replace with comparable product, at our choice, without charge to the original purchaser, any part or product shipped after January 19, 2019, which fails under normal use as a result of such defect.

## **Warranty Coverage Limits**

Laminates, seating controls, all seating, desk, table, and storage products are warranted for fifteen (15) years unless otherwise indicated in this warranty.

## **Fabrics**

Fabrics are warranted for five (5) years from the date of delivery.

## **Moving and High-Wear Parts**

The following components are warranted for five (5) years of single-shift usage from the date of delivery:

- Covering materials and finishes
- Arm rests
- Chair bases
- Foam
- Wood-framed seating products
- Stacking chairs
- Glides and casters
- Other moving or high-wear parts

## **Non-Standard Custom Products**

Custom or non-standard specials are warranted for one (1) year from the date of delivery.

## **24/7 or High-Traffic Public Use**

For products used 24 hours per day, 7 days per week, or in high-traffic public environments such as airports and hospitals, warranty coverage is limited to one (1) year from the date of delivery.

On products warranted for a specified number of years of single-shift usage, the warranty period will be reduced in a pro-rata manner when the products are used in a manner that exceeds the equivalent of a single-shift forty (40) hour work week.

## **Exclusions**

This warranty does not extend to:

- Customer's Own Material (COM) or customer-applied finishes
- Products that have been modified, or that were not installed or used according to HEYES™ application and installation guidelines
- Products used in excess of normal or recommended conditions (including 24/7 environments unless stated above)
- Damage by carriers in transit
- Consequential or incidental damages of any kind
- Any implied warranties, including merchantability or fitness for a particular purpose

This warranty constitutes the sole remedy available to the customer for product defects. HEYES™ will determine whether repair or replacement is appropriate. No other warranties, expressed or implied, apply beyond what is stated here.

## **Important Notes**

- Warranty applies only to the original purchaser
- Warranty does not cover issues arising from improper use, improper installation, or unauthorized modifications
- Warranty does not cover damage resulting from failure to follow product guidelines, misuse, or abnormal wear
- Products shipped after January 19, 2019 fall under this warranty