

# North American Warranty

In accordance with Inscape installation and application guidelines, Inscape provides a limited lifetime warranty from the date of delivery to the original purchaser of all Inscape products installed by an Inscape authorized installer.

This warranty extends to defects in material and workmanship of Inscape manufactured product. Inscape will repair products or parts proven to be defective or at its option, provide comparable product, free of charge, within the periods outlined below.

SYSTEMS	STORAGE	WALLS	SEATING: TASK	SEATING: OTHER
Limited Lifetime	Limited Lifetime	10 Years Limited	12 Year Limited	5 Year Limited

## EXCEPTIONS

In addition, and without limiting the generality of the foregoing, Inscape's warranty is subject to the following specific limitations and exclusions:

10 YEARS	5 YEARS	3 YEARS	1 YEAR	WARRANTY DOES NOT COVER
Nuform and Laminate Worksurfaces Mechanical Locks	Moving parts such as Height Adjustable Workstation Mechanism, Monitor and Keyboard Arms Fabric Covered or Upholstered Products Wood Veneer Components (tops, tiles, drawer fronts, etc) Modular Power Supply (receptacles, jumpers, power tracks)	Whiteboards, Marker Boards MDF Fronts Exposed Wood Frames and Wood Legs High wearing parts such as casters and glides, sliding door mechanisms, bushings, glides, springs, etc Door Hardware and Seals	Electronic Locks Electrical components such as task lights and power and data accessories	Durability and performance of COM, other 3 <sup>rd</sup> party material Consumable products such as batteries, ballasts, bulbs/lamps/fluorescent tubes Colors and Textures across dissimilar substrates and lots Aesthetic appearance of Clear Coat (see below)

**Replacement Parts** are covered for two years or the balance of the original warranty, whichever is longer.

**Non-standard products** (Specials) carry the same warranty as standard products, except in cases where complexity or deviation from standard product differ in form of features, construction, function, or aesthetics will be warranted for 1 year or revised at the time of individual product quote.

Inscape shall not be liable for delays or failure to perform due to fire; flood; act of God; any labor difficulty; act of any governmental authority or the purchaser; wrecks or delay in transportation; failure of suppliers to meet their contractual obligations; or due to any cause out of Inscape's reasonable control.

**This warranty does not apply to product defects, damage, failure or loss resulting from the following:**

- Product that is damaged during shipment, installation or storage
- Product that is damaged by the user as a result of accident, misuse, alteration, tampering, negligence, or abuse
- Product that is not installed, used or maintained in accordance with Inscape's published guidelines
- Products that have had safety devices, warnings or operating instructions on the product moved, removed or altered
- Products that have in any way been altered, modified or substituted without Inscape's prior written consent and approval
- Damages caused by contact with worksurfaces, or normal wear and tear associated with the use of product
- Claims over which Inscape has no control, such as excessive heat or humidity
- Other manufacturer's branded products. Inscape will pass through the manufacturer's warranties applicable to the extent possible
- Natural variations of color, grain or texture found in wood and leather
- Natural aging found in materials such as wood, fabric and leather which results in colors shifting during use
- Reverse crocking of dyes from clothing onto seating products
- Aesthetic appearance of all Tinted/Clear Coat finishes (die forming marks in metal, weld and grind or buffing marks, minor scratches, any discoloration, staining or finger prints on steel, variations in material substrate from one product to another regardless of product type or manufacture date)
- Incidental wear and tear of surface finishes, including scratches and dents or fading of paint finishes and veneers
- Local code requirements other than UL, CSA and ANS/BIFMA standards, which are the purchaser's and/or end user's responsibility to confirm

#### **Claims & Returns Procedure**

Claims relating to defects in material or workmanship must be reported to Inscape Client Services within 30 days of detection. Inscape products may only be returned with Inscape's prior written authorization, whether or not such product is under warranty. All requests to return product must be made in writing to Inscape Client Services and must include original order number(s), manufacturing date, product description and the reason for the return request. No returned product will be accepted by Inscape without its prior written consent. Except in instances involving a valid warranty claim, returned product will be subject to shipping, handling, re-stocking and restoration charges.

EXCEPT FOR THE EXPRESS WARRANTY CONTAINED HEREIN, INSCAPE MAKES NO REPRESENTATION, EXPRESS OR IMPLIED, AS TO ANY PRODUCT INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR USE. INSCAPE SHALL NOT BE LIABLE FOR INCIDENTAL, INDIRECT, ECONOMIC, CONSEQUENTIAL, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES UNDER THIS WARRANTY. THE CUSTOMER'S SOLE REMEDY SHALL BE, AT INSCAPE'S OPTION, THE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS OR PRODUCTS UNDER WARRANTY, OR THE REFUND OF PAYMENTS RECEIVED BY INSCAPE WITH RESPECT TO SAID PARTS OR PRODUCTS.

This warranty is non-transferable and is valid to the original purchaser only.

#### **Governing Law**

All orders and purchases of Inscape product shall be governed in all respects by the laws of the State of Delaware.

#### **For more information, contact:**

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