

# WARRANTY

## General Information

Revision Date	11.26.24
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Kimball Hospitality, D'Style warrants to the immediate buyer that its products will be free from defects in workmanship and material given normal use and care for a specified period as listed below according to product type, and use. Warranty periods extend from the ship date of initial product delivery.

Buyer's remedy pursuant to this Warranty is limited to repair or replacement at Kimball Hospitality's option. Any claims for defective product must be submitted in writing to Kimball Hospitality's authorized representative at the address provided below; via the customer service email address [KHCustomerService@kimball.com](mailto:KHCustomerService@kimball.com); or by calling Kimball Hospitality's customer service line at 1.800.634.9510 and speaking to a company representative.

Kimball Hospitality assumes no responsibility for repairs to or replacement of product sustaining damage resulting from user modifications; attachment of third-party product to a Kimball product; misuse; abuse; improper installation; alteration; or negligent use. Damage resulting from unauthorized repair or improper maintenance, including but not limited to use of harsh furniture cleaning agents, water and floor cleaning mixtures and any other chemicals affecting the finish or product structure, are also not covered under this warranty. Products subject to water, humidity, temperature extremes,

or damage due to acts of nature shall be excluded from warranty coverage. Products used in applications other than the intended use are not covered under this warranty.

This warranty is valid only if the product is given proper care and maintenance.

### 5 Year

- In room Casegoods

### 2 Year

- Public space items
- Seating

### 1 year

- Task Seating

Kimball Hospitality does not warrant upholstery foams, fabrics, vinyl, or laminated fabrics. Kimball Hospitality will pass on to the customer from the original equipment manufacturer (OEM) any warranty applying to customer specified material.

In accordance with industry practice, stone tops must be sealed immediately after installation and then subsequently based on the sealant's suggested schedule to be covered be considered for warranty. All stone, marble, granite, solid surface materials, etc. can be damaged or stained by common liquids and cleaners. Due to the lack of control concerning what guests or housekeeping may put on these surfaces warranty claims for staining will not be supported.

*There are no other warranties, express or implied, except as set forth prior, including but not limited to any warranties of merchantability or fitness for any particular purpose. Seller shall not be liable for consequential or incidental damages or lost profits arising from product defects, delivery delays or other breach by seller.*

All warranty inquiries should be addressed to:  
Kimball Hospitality  
Customer Service Department  
1600 Royal Street  
Jasper, IN 47546 800.634.9510  
[KHCustomerService@kimball.com](mailto:KHCustomerService@kimball.com)

Some products and parts may have limited warranty periods (warranty periods run from original date of purchase), may be excluded from this warranty, or may be subject to different terms, as shown in the following exceptions:

### Exclusions

This warranty does not apply to:

- Damage caused by a carrier
- Normal wear and tear that is expected during the period of ownership
- Appearance, durability, quality, behavior, colorfastness, or any other attribute of C.O.M. (Customer's Own Materials) or any other non-standard material specified by the customer

- Color, grain, or texture of wood, laminate, and other covering materials, including but not limited to, naturally occurring variations and differences in grain character and color between and within wood species, and natural variations in marble and leather, and industry dye-lot variations in fabric color
- Products considered to be consumable (bulbs, light ballast, and certain electronic products)
- Non-compliance with installation and maintenance instructions

### 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. Kimball Hospitality 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.