

Limited Lifetime Warranty

Allsteel's dedication to quality products is one of the ways we show our commitment to our customers.

We recognize that keeping up with the pace of change requires having products that work as hard as the people who use them. That's why many of our products are rigorously tested to meet the highest industry standards.

In the unlikely event that any Allsteel product or component covered by the Allsteel Warranty should fail under normal workplace use because of defective material or workmanship, Allsteel will help fix it.

Because taking care of people is how Allsteel takes care of business.

Limited Lifetime Warranty

Allsteel warrants its products to be free from defects in material and workmanship for as long as the original purchaser owns them, except as set forth below.

Allsteel shall repair or replace with comparable product (at Allsteel's discretion), free of charge, any Allsteel product or component manufactured after March 1, 2021, that fails under normal commercial office use, in accordance with the terms of this warranty. For products or components manufactured prior to this date, please contact your Allsteel trade partner for warranty information.

The materials and components listed below are covered according to the following schedule from the date of invoice:

LIFETIME

All Allsteel products, materials, and components are covered under the Allsteel Limited Lifetime Warranty, subject to the following exceptions

12 YEARS

Veneer and laminate surfaces; wood seating; electrical components; seating controls; pneumatic cylinders; glides; casters; arm caps; foam; all seating mesh not limited to 5 years below; polymer side-chair shells. Altitude® A6 height-adjustable worksurface mechanisms and metal bases purchased after January 1, 2026 (10 years on mechanisms and bases prior to this date)

10 YEARS

Beyond® and Aspect™ demountable partitions; painted-wood surfaces; wood-frame seating and lounge products;

7 YEARS

Altitude® A5 and Altitude® A8 height-adjustable worksurface mechanisms and metal bases

5 YEARS

Tablet arm mechanisms; mesh on Quip™, Scout®, and Mimeo®; panel and seating upholstery fabrics; other covering materials; upholstery on tackboards and storage cushions; freestanding LED task lights; Beyond® and Aspect™ moving parts such as door hardware and door mechanisms; monitor arms; keyboard trays; Altitude® Basic height-adjustable worksurface mechanisms and metal bases

3 YEARS

Markerboard surfaces; upholstery on lounge products; under cabinet LED lights; USB power modules

2 YEARS

Keyless electronic locks Beyond® and Aspect™ self-close hinges for frameless glass hinged doors purchased after August 1, 2024 (5 years on hinges purchased prior to this date)

1 YEAR

Traceless laminates

Beyond® and Aspect™ sliding door soft-close mechanisms purchased after August 1, 2024 (5 years on sliding door soft-close mechanisms purchased prior to this date)

Allsteel does not warrant:

- Customer's Own Materials (COM) or Customer's Own Laminates (COL)
- Natural variations occurring in wood, leather, or other natural materials, which are inherent to their character and not considered defects
- Colorfastness of textiles or surface finishes
- Matching of colors, grains, textures, or edge bands to natural materials such as veneer and leather
- Damage caused by the carrier in-transit or installer
- Products not installed, used, or maintained in accordance with product specifications, instructions, and warnings

Allsteel®

- Modifications or attachments to the product not approved by Allsteel
- Products used for rental purposes
- Beyond® and Aspect™ doors used in suite entry applications
- Beyond® and Aspect™ customer's own hardware, which is subject to the supplier warranty
- Third-party products acquired through the Tailored Products Group
- Partner, third-party, and other manufacturers' products Allsteel, to the extent possible, will pass through any warranty received with respect to other manufacturers' branded products
- Consumables (e.g. batteries, bulbs, lamps, and ballasts)

Tempered glass can break spontaneously due to imperfections introduced during the tempering process. Spontaneous glass breakage is not unique to any specific manufacturer nor even our industry; it occurs across all industries that utilize tempered glass. Rapid changes in temperature and damage to the edges during transport or installation can increase the chances of spontaneous breakage, so it is important that glass is inspected upon delivery, handled carefully, and installed correctly. However, even when handled carefully and installed correctly there is still a chance of spontaneous breakage. Spontaneous breakage will not be covered by the warranty. For more information about spontaneous breakage of Tempered Glass, please review the following BIFMA memo, [Glass Memo](#).

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

Warranty is void if integrated components or features are substituted with non-Allsteel or unauthorized components without previous authorization.

This warranty will not be valid if damage to the product is caused by (1) normal wear and tear over the course of ownership, including puddling and pilling in materials; (2) sharp objects (e.g. writing utensils, heeled shoes, scissors, jewelry, keys); (3) extreme environmental conditions; (4) unintended usage or; (5) the use or storage of product in unsuitable environments or conditions.

This warranty applies only to products purchased from authorized Allsteel trade partners and delivered within the United States and Canada. This warranty is valid for unlimited shift usage. Please contact your Allsteel trade partner with any warranty requests.

To the extent allowed by law, Allsteel makes no other warranty, express or implied, including any warranty of merchantability or fitness for a particular purpose. Allsteel will not be liable for any consequential or incidental damages.

NOTICE TO PURCHASER FOR HOME OR PERSONAL USE

Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted does not apply to you. 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 also have other rights which vary from state to state. However, to the extent allowed by applicable state law, the implied warranties are limited to the applicable term of the warranty.

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