Our Promise

JSI warrants to the original purchaser that each piece of furniture will be free from defects in workmanship, given normal use and care for as long as the original customer owns and uses the product. Normal use is defined as the equivalent of a single shift, 40-hour work week, except as defined below.

JSI will, at its option, repair or replace with comparable product within the terms of the warranty.

Exceptions to Warranty:

12 Years (from date of purchase)

- Wood Seating
- Seating Controls
- Pneumatic Cylinders
- Laminate Surfaces
- Veneer Surfaces
- Solid Surface Components
- Somna, Kindera, Satisse, and Forge in multi-shift environment except components as specifically identified below.

10 Years (from date of purchase)

- Recliner Mechanisms and Associated Levers (regardless of shift usage)

5 Years (from date of purchase)

- Casters (including recliner central locking)
- Glides (including MagLinx™)
- Electric Height Adjustable Bases
- Task Lights
- Mesh/Knit Materials
- Electrical Components
- Foam
- Recliner Heat Components

Exceptions to Warranty:

- Natural variations in color, grain or texture of wood and other covering materials over which JSI has no control
- Normal wear, color fastness, shrinkage, puddling, wrinkling and stretching of upholsteries including fabric, vinyl, leather, and other textiles. This warranty does not cover any defects that may arise in the use of COM or COL upholstery materials. Textile manufacturer's warranty will apply.
- Damages resulting from transportation, improper assembly, installation, handling, accident, user modification, attachments, misuse, or neglect of product care.
- Damage resulting from extreme climate conditions
- Finish damages resulting from normal wear and tear, improper maintenance, water damage, exposure to sunlight, extreme high or low humidity or temperature, or other acts of nature.
- Damage created by loading file drawers with anything other than hanging folders.
- Use of any unauthorized non-JSI components for use in the place of JSI components, including but not limited to worksurfaces bases, brackets, or other essential components.

Replacement components are warranted for a duration of 2 years or for the remaining duration of the initial warranty, whichever extends further.

Textile supplier's warranty will apply. Given the diverse range of cleaning agents used by various facilities, it is advisable to conduct testing on each textile choice using the facility's designated cleaning techniques prior to placing an order.

JSI makes no expressed or implied warranties to any product and, in particular, makes no warranty of merchantability of fitness for any particular purpose. JSI will not be liable for any consequential or incidental damages under this warranty.