

## WARRANTY

### EFFECTIVE APRIL 2017

Neutral Posture warrants to the original customer from the date of purchase that the products NP manufactures and sells to the customer are free of defects in workmanship and materials under normal use during the applicable warranty period set forth below.

Normal use is defined as wear which occurs in an office environment during the course of a normal single-shift usage workday (8 hours per day/5 days per week). NP products used in an environment exceeding 8 hours per day/5 days per week, are warranted to be free from defects in workmanship and materials for a period of two (2) years.

NP's warranty obligation is limited to the replacement or repair, at NP's discretion, of defective products which have been reported by the original customer to be defective in workmanship or material and which are found to be so by NP upon inspection. Defective products shall be returned at the discretion of the corporate office and all returns must be authorized in advance. NP will assume no responsibility for any labor charges.

Freight for products and parts under warranty will be covered for the forty-eight (48) contiguous United States, and the District of Columbia with the method of shipping at NP's discretion.

The user shall be responsible for all maintenance service, which includes but not limited to: lubricating and cleaning of the product, assembly, adjustment, checking all screws every six months and performing operation checks.

### PRODUCT AND PERIOD OF WARRANTY

#### 12 Years

All products and components except as noted below

#### 10 Years

Chair controls, pneumatic cylinders, casters, glides, arms and plastic components

#### 5 Years

StandUp®, StandUp®A1, inflatable lumbar, anti-fatigue mats, footrings, footrests, NeXtep®, CPU holders, monitor arms, keyboard trays, keyboard mechanisms, Connexion Arm®, foam, mesh material, Guardian®

#### 3 Years

Upholstery excluding leather, Ultraleather™, NovaSuede®, UltraSuede®, Finesse®, Graded In, COM or COL

#### 2 Years

StandUp®X1, tablet holder, forearm supports

### Replacement Parts

Warranted for two (2) years or the balance of the original warranty, whichever is longer

### Engineer-to-Order Product

NP warrants all Engineer-to-Order products to be free from defects in workmanship given normal use and care for three (3) years of single-shift service

### EXCLUSIONS

- The product was not purchased new from NP
- The product was subjected to abuse, alteration, misuse, negligence or accident
- Damage caused by a carrier
- Normal wear and tear or acts or omissions of parties other than NP (including user modification, improper use or installation of products)
- Colorfastness, matching of color, fabric puddling, or wearing qualities of any material
- Neutral Posture is not responsible for slight differences in fabric color due to supplier dye lot differences on large orders or on repeat orders placed at later dates from the original order
- Leather, Ultraleather™, NovaSuede®, UltraSuede®, Finesse®, COM, COL or any other third party materials applied to product as specified by the customer including attributes such as appearance, durability, quality, behavior, colorfastness, performance, etc.
- Non-compliance with installation and maintenance instructions
- Modifications or attachments to the product that are not approved by NP and product failures resulting from such modifications or attachments
- Damage caused by cleaning chemicals
- Dye transfers caused by external contaminants (including clothing and accessory dye such as those used on denim jeans)
- Substitution of any unauthorized non-NP components for use in the place of NP components
- Products that are exposed to extreme environmental conditions and/or have been subject to improper storage
- Damage from sharp objects such as writing utensils, heeled shoes, scissors, jewelry or keys

The warranty printed above is the only warranty applicable to these products. All other warranties expressed or limited, including but not limited to the implied warranties of merchantability and fitness for a particular purpose are disclaimed.

### 24/7 CONTINUOUS-SHIFT

Covers all components of the chair for a period of five (5) years to the original customer from the date of purchase except for upholstery and inflatable lumbar. Only upholstery with a double rub rating of over 1M is warranted for the complete 5-year period.



#### Availability:

<b>Big &amp; Tall Series</b>	Included in Price
Cozi 24/7	Included in Price
NP Series	\$290 List Up Charge Per Chair
All other chairs	Contact Customer Service, customerservice@neutralposture.com

Always confirm pricing/availability with Customer Service.