

Performance Office Furnishings Warranties

The Performance Warranty does not apply (for any product category) to the following:

- Nominal or normal amount of wear and tear that can occur over time.
- Failures which result from negligence, abuse, accident or misuse.
- Failure to apply, install or maintain products according to Performance's written instructions and warnings.
- Modifications, attachments or repair methods not approved by Performance.
- Damage caused by a carrier in transit, or delivery/installation contractors.
- The matching of colors, grains or textures.
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments.
- Color fastness or the matching of color of textiles, dye lots of textile can vary.
- Damage by markings or staining; damage by sharp objects or imprinting from instruments.
- Damage to textiles or laminate and wood surfaces/edges from exposure to sunlight (including UV rays).
- Products used for rental purposes.
- Purchased parts that are warranted for one (1) year.

Performance's warranty does not cover the costs of transportation or labour. Repair or replacement will be at Performance's discretion.

Laminate Case Goods - Limited Lifetime Warranty

The Performance Furnishings Warranty replaces or repairs any PL, PLT, Elements, boardroom or meeting table products that are defective in materials or workmanship for as long as the original purchaser owns the product.

Without limiting the generality of the foregoing, this warranty does not apply to any laminate products which must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Glides, slides, hinges and non-moving metal parts are only warranted for a period of ten years. This warranty is voided if the original product is altered, modified, refurbished or used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

The original purchaser's sole remedy under this warranty is the replacement or repair of the defective product at e3 Office Furniture's option. Due to changes in laminate colors and hardware, e3 cannot guarantee that when replacing the product, the laminate or hardware will match. This warranty does not cover labour or shipping costs incurred to replace or repair the product.

Table Warranties

Height Adjustable Table Warranty

The Performance Furnishings Warranty guarantees Performance's Height-Adjustable Tables to be free from defects in material and workmanship from the date of purchase as long as the original owner owns the product subject to the following limitations:

- Table Tops – Lifetime
- Non-moving metal parts – 10 (ten) years
- Non-electrical components – 5 (five) years
- Electrical components – 2 (two) years

Premium Flip Top Table Limited Lifetime Warranty

The Performance Furnishings Warranty guarantees Performance's Premium Flip Top Tables to be free from defects in material and workmanship as follows from the date of purchase as long as the original owner owns the product subject to the following limitations:

- Table Tops - Lifetime
- Non-moving metal parts – 10 (ten) years
- Moving metal parts – 5 (five) years
- Castors – 3 (three) years.

Plastic Folding Table Warranty

The Performance Furnishings Warranty guarantees Performance's plastic folding tables to be free from defects in material and workmanship for 5 years from the date of purchase as long as the original owner owns the product, subject to the following limitations: Plastic folding tables are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the plastic surface or items weighing in aggregate in excess of 350lbs being placed on the table surface.

Tables Warranty Summary

PRODUCT	REF CODE	WARRANTY	EXCEPTIONS		OTHER LIMITATIONS
Height-Adjustable Tables	1.2	Limited Lifetime (Table Top)	Non-moving metal parts	10 yrs	N/A
			Non-electrical components	5 yrs	
			Electrical components	2 yrs	
Flip-Top Tables	1.3	Limited Lifetime (Table Top)	Non-moving metal parts	10 yrs	N/A
			Moving metal parts	5 yrs	
			Casters	3 yrs	
Plastic Folding Tables	1.4	5 yrs	N/A		Max. capacity on table top: 350 lbs. Do not place item with temp. of over 40°C on table.

Seating Warranty

The Performance Furnishings Warranty guarantees Performance's seating to be free from defects in material and workmanship for as long as the original owner owns the product, subject to the following limitations: Mechanisms, bases, casters, pneumatic cylinders, plastic components are warranted for 10 years. Upholstery material, including fabric, is warranted for 3 years. All external wooden components are warranted for 2 years. This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour workweek by a person weighing 250 lbs or less. Proof of purchase must be provided to make a claim under this warranty.

Plastic & Metal Folding Chair Warranty

The Performance Furnishings Warranty guarantees Performance's plastic and metal folding chairs to be free from defects in material and workmanship for 5 years from the date of purchase as long as the original owner owns the product subject to the following limitations: Plastic folding chairs are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the surface or for use by people weighing in excess of 250 lbs. The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

800 Series Hospitality Stacker Warranty

The Performance Furnishings Warranty guarantees Performance's 800 Series Hospitality Stacking Chair to be free from defects in material and workmanship for 5 years from the date of purchase as long as the original owner owns the product subject to the following limitations: Upholstery material, including fabric and foam is warranted for 2 years. The 800 Series Stacking Chairs are not warranted for use by people weighing in excess of 250 lbs. The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Stacking Chair Warranty

The Performance Furnishings Warranty guarantees Performance's stacking chairs to be free from defects in material and workmanship for 5 years from the date of purchase, as long as the original owner owns the product, subject to the following limitations: Fabric and foam are warranted for 2 years. Plastic stacking chairs are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the surface. Stacking chairs are not warranted for use by people weighing in excess of 300 lbs. The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Soft Seating and Modular Seating

The Performance Furnishings Warranty guarantees Performance's Norman Lee Reception Seating Series to be free from defects in material and workmanship for 3 years from the date of purchase as long as the original owner owns the product subject to the following limitations: This warranty is limited to the original purchaser for normal usage. The warranty is void if the product is used for rental purposes. Proof of purchase must be provided to make a claim under this warranty.

Sprint Seating Limited 5 Year Seating Warranty

The Performance Furnishings Warranty guarantees Performance's Sprint Seating Series to be free from defects in material and workmanship for 5 years from the date of purchase as long as the original owner owns the product subject to the following limitations. Upholstery material, including fabric, is warranted for 3 years. This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour workweek by a person weighing 220 lbs or less. The warranty is void if the product is used for rental purposes. Proof of purchase must be provided to make a claim under this warranty.

Seating Warranty Summary

PRODUCT	REF CODE	WARRANTY	EXCEPTIONS		OTHER LIMITATIONS
General	2.1	Limited Lifetime	Swivel tilt mechanism	10 yrs	Used for standard 40-hr work week. Max capacity: 250 lbs
			Bases	10 yrs	
			Casters	10 yrs	
			Pneumatic cylinders	10 yrs	
			Wood Components within the seat structure	10 yrs	
			Plastic components	10 yrs	
			Upholstery material	3 yrs	
			External Wood components (arms/legs)	2 yrs	
Sprint Seating	2.2	5 yrs	Upholstery material	3 yrs	Used for standard 40-hr work week. Max. capacity: 220 lbs.
Plastic/Metal Folding Chairs	2.3	5 yrs	N/A		Max. capacity: 250 lbs. Do not place item with temp. of over 40°C on chair.
800 Series Hospitality Stacker	2.4	5 yrs	Upholstery including fabric and foam	2 Yrs	Max. capacity: 250 lbs
Stacking Chairs (Not Including 800 Series)	2.5	5 years	Fabric and Foam	2 Yrs	Max. capacity: 300 lbs. Do not place item with temp. of over 40°C on chair.
Soft and Modular Seating	2.6	3 years	N/A		includes upholstery material: leather, bonded leather, and fabric
Bleeker Street	2.1	Limited Lifetime	See General Seating Warranty Above		Used for standard 40-hr work week. Max capacity: 250 lbs
Wood Guest 1600/1700	2.1	Limited Lifetime	See General Seating Warranty Above		Used for standard 40-hr work week. Max capacity: 250 lbs
Tela Series	2.5	5 years	N/A	2 Yrs	Max. capacity: 300 lbs. Do not place item with temp. of over 40°C on chair.

Other Warranties

Steelwise Goods Warranty

The Performance Warranty guarantees Steelwise Office Systems' steel office furniture, excluding mobile pedestals, to be free of defects for as long as the original purchaser owns the product subject to the following limitations. Steelwise warrant mobile pedestals to be free of defects for the lesser of 5 (five) years or as long as the original owner owns the pedestal, also subject the following limitations:

These warranties do not apply to products which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. These warranties are void if the product is used for a purpose other than its advertised use, if the product has been moved with objects inside it or if it has been used for rental purposes. Locks and slides are warranted for 20 (twenty) years.

Solero Eclipse Systems Series Warranty

The Performance Furnishings Warranty guarantees Performance's Solero Eclipse Systems Series to be free from defects in materials and workmanship for a period of 15 (fifteen) years from the date of purchase, so long as its owned by its original owner, subject to the following limitations: Fabric and upholstery materials are warranted for 3 (three) years from the date of installation. Glazed inserts are warranted for 5 (five) years from the date of installation.

Without limiting the generality of the foregoing, this warranty does not apply to any panel products which must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Task Light Warranty

The Performance Furnishings Warranty guarantees Performance's LED and Fluorescent task lights to be free from defects in material and workmanship for as long as the original owner owns the product, subject to the following limitations:

Ballasts and other electrical wiring are warranted for 3 (three) years. Bulbs are not warrantied. This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40- hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the forgoing, this warranty does not apply to task lights which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using task lights for rental purposes.

Fabric Panels and Tack Board Warranty

The Performance Furnishings Warranty guarantees Performance's fabric panels and tack boards to be free from defects in materials and workmanship for a period of 3 (three) years from the date of purchase, so long as its owned by its original owner, subject to the following limitations:

Without limiting the generality of the foregoing, this warranty does not apply to any panel and tack board products which must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Acrylic Panels Warranty

The Performance Furnishings Warranty guarantees Performance's acrylic panels to be free from defects in materials and workmanship for a period of 3 (three) years from the date of purchase, so long as its owned by its original owner, subject to the following limitations:

Without limiting the generality of the foregoing, this warranty does not apply to any panel and tack board products which must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Keyboard Tray Warranty

The Performance Furnishings Warranty guarantees Performance's keyboard trays to be free from defects in material and workmanship for 5 (five) years as long as the original owner owns the product subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the forgoing, this warranty does not apply to keyboard trays which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using keyboard trays for rental purposes.

Monitor Arms Warranty

The Performance Furnishings Warranty guarantees Performance's monitor arms to be free from defects in material and workmanship for 5 (five) years as long as the original owner owns the product subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the forgoing, this warranty does not apply to monitor arms which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using monitor arms for rental purposes.

Worksurface and Wall Mounted Glass Product Warranty

The Performance Furnishings Warranty guarantees Performance's premium worksurface and wall mounted glass products to be free from defects in workmanship and materials at the time of shipment to the original purchaser and/or date of original purchase. Should a Performance glass product break or crack under normal usage and proper application, Performance will replace the product, upon proof of purchase, for up to 3 (three) calendar years. This limited warranty does not include shipping charges and processing charges to and from the factory and/or distribution facility. Product replacement is the sole remedy provided under this limited warranty.

e3 Office Furniture is not responsible for consumer abuse, misuse, or mishandling of the product, that result in damage or scratches to the product.

Glass Chair Mat Product Warranty

The Performance Furnishings Warranty guarantees Performance's glass chair mat products to be free from defects in workmanship and materials at the time of shipment to the original purchaser and/or date of original purchase. Should a Performance glass chair mat product break or crack under normal usage and proper application, we will replace the product, upon proof of purchase for up to 2 (two) calendar years. This limited warranty does not include shipping charges and processing charges to and from the factory and/or distribution facility. Product replacement is the sole remedy provided under this limited warranty.

The use of the glass chair mat in conjunction with a chair having metal chair casters, hard chair casters meant for carpeted surfaces or casters with surface contact of less than one-half inch in width are not covered under this limited warranty. This limited warranty does not cover damage arising from negligence, improper use or application, fire, house pets, wet mopping, excessive dryness, excessive exposure to moisture, sand, dust, dirt and/or other sharp or abrasive objects or furniture.

The warranty is void if the glass chair mat is used on uneven, unclean or concrete surfaces, used on newly- installed/newly- varnished or painted flooring, or used on custom flooring without checking with floor manufacturer and/or treatment specialist prior to use.

Whiteboard Warranty

The Performance Furnishings Warranty guarantees Performance's whiteboards to be free from defects in material and workmanship for 1 (one) year as long as the original owner owns the product, subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the forgoing, this warranty does not apply to whiteboards which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using whiteboards for rental purposes.

Electrical Power Modules Warranty

The Performance Furnishings Warranty guarantees Performance's electrical power modules and components to be free from defects in material and workmanship for 1 (one) year from the date of purchase as long as the original owner owns the product subject to the following limitations.

Without limiting the generality of the forgoing, this warranty does not apply to power modules or components which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty does not apply to natural changes that may occur in the color of the exterior of the modules whether as a result of exposure to sunlight or otherwise. Any hardwiring of electrical components must be installed by a licensed electrician in a manner it was intended to be used. This warranty is invalid if the purchaser is using the power modules or components for rental purposes. Proof of purchase is necessary to make a claim under warranty.