



Limited Product Warranty

Systems

SIS systems furniture is warranted from the date of purchase, against failure due to material and workmanship as follows:

- Lifetime on metal, plastic and wood component parts
- 5 years on electrical, lighting, laminate worksurfaces and moving parts
- 3 years on fabric

Casegoods

- 10 years against failure due to materials and workmanship
- Laminate finishes = 5 years
- Veneer finishes = 3 years
- Ascend II Electric Height Adjustable = 5 years
- Ascend II Single-Motor Base = 3 years
- Ascend II Monitor Arms = 3 years
- PHAT Tables Pneumatic Height Adjustable = 3 years
- Desk Risers warranted 1 year
- Electrical/USB Power Stations (EXPPOW1, TUXPOW1) are warranted for a period of 1 year

DesignLab

- Gaming desks and chairs = 3 years
- Upholstery is not warranted against routine scratching and scuffing

Grain, color and finishes

Variation of grain and color are natural, inherent characteristics of wood, a living material. This variation is part of the beauty of real wood and anticipated in wood furnishings. Therefore, OSP® Furniture is not warranted to match in grain or color or texture. It is a natural phenomenon for wood grain to change in color as it ages, and wood finishes are not warranted for color-fastness.

Warranty Exclusions

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons in an office environment. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, assembly, installation, attachments, accident, vandalism, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty applies to all parts, except fabric and glass, which remain three year warranty.

This warranty applies only to products purchased through authorized OSP® Furniture dealers and products sold within the United States of America and the Commonwealth of Canada. This warranty does not apply to products used for rental purposes. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

It is the customer's responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by Office Star® Products.

***** CUSTOMERS RECEIVING INSTRUCTIONS *****

INSPECT ON ARRIVAL This product has been inspected and packaged with durable internal packing and external corrugated. Responsibility for safe delivery was assumed by the carrier at time of shipment. CLAIMS FOR LOSS OR DAMAGE TO THE CONTENTS SHOULD THEREFORE BE MADE UPON THE CARRIER AS BELOW.

QUANTITY OF PIECES Check quantity of pallets/cartons received versus freight bill. Sign only for items received. NOTE ANY DISCREPANCIES ON THE FREIGHT BILL AND REQUEST A CLAIM FORM FROM THE CARRIER IMMEDIATELY.

VISIBLE DAMAGE Any external evidence of damage MUST BE NOTED ON THE FREIGHT BILL OF LADING AND SIGNED BY THE TRUCK DRIVER. Failure to adequately describe external damage may result in carrier's refusal to honor a damage claim. The form to submit a claim for the damage will be supplied by the carrier.

CONCEALED DAMAGE OR LOSS Concealed damage or loss is that which becomes apparent only after unpacking the merchandise. The merchandise may be damaged in transit due to rough and/or excessive handling even though carton may not show external damage. OPEN ALL CARTONS ALL MERCHANDISE IMMEDIATELY. If damage is discovered upon unpacking, REPORT THE DAMAGE, IN WRITING, TO THE CARRIER WITHIN 14 DAYS OF THE DELIVERY DATE AND REQUEST AN INSPECTION REPORT. Cartons and all packing must be held for inspection by carrier. Then, file a claim with the carrier as this damage or loss is the responsibility of the carrier.

Metal Filing/Pedestals/Storage

- Limited lifetime warranty against failure due to materials and workmanship

Office Seating

- Lifetime on component Parts including pneumatic cylinder, control mechanism, base and casters.
- 3 years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

Reception/Lounge Seating, Wood Guest & Active Seating

- 5 yrs structural integrity of frame • 3 yrs on seating wood finishes
- 3 years on upholstery fabric and Foam against wear and deterioration (except leather)
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use. Minor variations in color, texture and grain are a natural part of leather hides, and therefore, are not covered by this warranty.
- C.O.M. Fabrics are not warranted by Office Star® Products

SPACE[®] LIMITED WARRANTY

Space chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

Lifetime on component Parts
Including pneumatic cylinder, control
mechanism, base and casters.

3 Years on upholstery fabric, arm
pads and foam against wear
and deterioration

Leather is not warranted against routine
scratching and scuffing, as leather is subject to
minor blemishes in use

24/7 Elite chairs (55247SM and 63247SM) are warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on component parts including pneumatic cylinder, control mechanism, base and casters.
- 2 Years on upholstery fabric and foam against wear and deterioration.

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 275 lbs. or less. The 63-11A653R, 63-11A653RHM, 63-37A773HM, 63-E37A773HL, 75-7A773, 75-37A773, 75-47A773 and 75-77A753 are for persons weighing 400 lbs. or less, the 818 & select 829's with self-adjusting mechanism are 300 lbs. or less and the 15-37A720D is 325 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star[®] Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty on all parts applies. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

All Space chairs meet or exceed ANSI BIFMA standards.

It is the customer's responsibility to prepay freight on any components returned to the factory.
Return freight on components covered by warranty will be paid by Office Star[®] Products.

pro·line II[®] Warranty

PRO-LINE II[®] LIMITED WARRANTY

Pro-Line II[®] chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

- Lifetime on component parts including pneumatic cylinder, control mechanism, base and casters.
- 3 Years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

24/7 Elite chairs (54666) are warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on component parts including pneumatic cylinder, control mechanism, base and casters.
- 2 Years on upholstery fabric and foam against wear and deterioration.

Pro-Line II[®] Desks are warranted from the date of purchase against failure due to material and workmanship as follows:

- Prado Collection = 5 years
- Prado Power/USB Stations (PRDPOW1) = 1 year
- Horizon Desking = 3 years
- Height Adjustable Tables (HAT) and PHT Tables = 3 years
- Height Adjustable Manual Desk Riser (PRD3529) = 1 year

Grain, color and finishes

Variation of grain and color are natural, inherent characteristics of wood, a living material. This variation is part of the beauty of real wood and anticipated in wood veneer furnishings. Therefore, Pro-Line II[®] furniture is not warranted to match in grain or color or texture. It is a natural phenomenon for wood grain to change in color as it ages, and wood finishes are not warranted for colorfastness.

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 275 lbs. or less. The 54666 is for persons weighing 300 lbs. or less. The 39200, 39202, 81308, 69220C, 69226-EC3 and 69227-3M are for persons weighing 400 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star[®] Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty on all parts applies. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

All Pro-Line II[®] chairs meet or exceed ANSI BIFMA standards.



WORK SMART® LIMITED WARRANTY

Work Smart® chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

- 15 Years on all non-moving metal parts.
- 5 Years on component parts including control mechanisms, pneumatic cylinders, wood, plastic parts, base and casters.
- 3 Years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

Office Star® Reception Tables are warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on structural integrity.
- 3 Years on wood finishes.

Office Star® Reception Seating is warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on Structural integrity of frame.
- 3 Years on wood finishes.
- 1 Year on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against scratching and scuffing, as leather is subject to minor blemishes in use. Minor variations in color, texture and grain are a natural part of leather hides, and therefore are not covered by this warranty.

Breakroom Collection:

- 15 Years on all non-moving metal parts.
- Designed for indoor use only

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 275 lbs. or less. The BC9601 is for persons weighing 300 lbs. or less. The BC9602 is for persons weighing 400 lbs. or less. The BC9603 is for persons weighing 500 lbs. or less. EX1098, EC1283C & ECH12801 are for persons weighing 350 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star® Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a two year warranty on all parts applies. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

All Work Smart® chairs are built to meet or exceed ANSI BIFMA standards.

◆ GENERAL CHAIR WARRANTY

Office Star General chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

- 2 Years on all non-moving metal parts.
- 1 Year on component parts including control mechanisms, pneumatic cylinders, wood, plastic parts, base and casters.
- 1 Year on upholstery fabric and foam against wear and deterioration.
- We cannot warrant leather against routine scratching and scuffing, as all leather is subject to minor blemishes in use.

All warranties are limited to the original purchaser for normal residential usage by persons weighing 200 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star® Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

Office Seating under “◆ General Warranty” are not intended for commercial use (40-hour work week).

It is the customer’s responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by Office Star® Products.

MULTI PURPOSE TABLE AND CHAIR LIMITED WARRANTY

Office Star® Products Warrants, to the original purchaser, all “Work Smart® Series Multi Purpose Tables and Chairs” to be free from defects in material and workmanship for a period of ten years. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star® Products. This warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. All Table Warranties are limited to 350 lbs. of distributed weight over the entire table top surface. All chair warranties are limited to normal usage by persons weighing 200 lbs. or less. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.