

# Limited Lifetime Warranty

## **SUMMARY –**

Stance Healthcare Inc. (Stance) is committed to Improving Lives by Design and to support this mission, we are pleased to warrant that our products are free from defects in materials and workmanship for the life of the product, except as noted below. Stance warrants to the original purchaser beginning from the date of product shipment.

## **EXCEPTIONS –**

### *5 Years*

Stacking chairs, seating components including controls and adjustment mechanisms, exposed wood frames, height adjustment/reclining mechanisms and pneumatic cylinders, wood veneer and low pressure laminate (LPL) surfaces, urethane and wood edge treatments, seating foam, upholstery and tailoring.

### *3 Years*

Electrical components and power supplies, furniture designed for outdoor use, ballasts, casters, replacement parts, mattresses, and glides. Due to varying flooring materials and our inability to test on all flooring types, Stance assumes no responsibility for floors damaged by glides. For questions regarding glides, or to request specific glides, contact Customer Service.

### *Fabric*

Stance bears no responsibility for defects of any kind in upholstery materials such as shrinkage, stretching, wrinkling, puddling, color fastness or any other defect occurring as a result of normal "wear and tear" of textiles. Certain textiles have content that make them susceptible to puddling and wrinkling, which Stance cannot control. Environmental factors like humidity, temperature, and changes in weather can affect textiles and Stance bears no responsibility for defects caused as a result of these conditions.

Upholstery materials applied to products manufactured by Stance are subject to the specific warranties, if any, of their manufacturers. Because every fabric specification is different and application for use must be taken into consideration, Stance shall not be held responsible in any manner for wrong specification of fabric for tailoring, wear, durability, for light fastness.

## **EXCLUSIONS –**

- Warranty does not apply to product failure or loss resulting from:
- Normal wear and tear.
- Failure to apply, install or maintain products according to published Stance or manufacturer instructions and guidelines.
- Abuse, misuse, neglect or accident.
- Unauthorized alteration or modification of the product.
- Products exposed to extreme environmental conditions or improper storage.
- Substitution of any unauthorized components that are integral to the performance of the product.



Warranty does not cover:

- Replacement parts; such are covered for 3 years not to exceed the balance of the original warranty.
- Natural variations in wood grain, color, or texture or the presence of character marks.
- Customer's own materials including, but not limited to: solid surfaces, laminates, textiles and upholstery materials, leathers, wood and wood veneers. These materials are subject to the original manufacturer's warranties only.
- Marks, scars, or wrinkles occurring naturally in leather.
- Changes in surface finishes including colorfastness, due to aging or exposure to light.
- Damage, marking, or staining due to contact with rubber or similar compounds.
- Damage from sharp or foreign objects or imprinting from writing instruments.
- All laminate finishes, surfaces and painted products; such are covered by the original manufacturer's warranties.
- Products purchased "as is," used or second-hand.
- Products sold by unauthorized dealers or installers.
- Product modifications which are outside of standard product's worst-case test scope.

In addition to our standard furniture offering, Stance also manufactures custom product solutions for specific needs. Custom product solutions are warrantied for a period of one (1) year against defects in materials of workmanship.

Regular care and maintenance of all furniture items by the customer is an essential condition of the Stance warranty. It should be noted that all screws, nuts, bolts etc. must be checked on a regular basis. Damage, fracture or other failure of Stance furniture due to lack of maintenance is not warrantable and will be charged according to Stance Terms & Conditions of Sale.

**THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. STANCE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES.**

Under this warranty, if a product fails during normal use during the warranty period as a result of a defect in materials or workmanship, Stance will, at its sole discretion, either repair or replace the product free of charge. If Stance determines the repair or replacement of the product(s) is not commercially practical, Stance may choose to refund the purchase price of the affected product. Stance reserves the right to decide whether to repair and/or replace any product/s that are deemed to be covered by their warranty and the decision by Stance is final. This warranty applies to products purchased on or after **January 1, 2024**. For products purchased prior to **January 1, 2024**, please refer to the warranty terms and conditions in effect at that time.

Return freight charges incurred under warranty claims will be paid by Stance provided that the customer received written authorization and shipping instructions from Stance to proceed with the return. Stance reserves the right to request that the damaged product be returned prior to granting a remedy.

This warranty is non-transferable and valid to the End User only. Warranty is enforceable only if products were acquired and installed by Stance or one of its Authorized Resellers. End User means the final purchaser acquiring a product from Stance or a Stance Authorized Reseller for the purchaser's own use and not for resale, remarketing or distribution. A "Stance Authorized Reseller" means any dealer that (i) is duly authorized by Stance to sell the product, (ii) is legally permitted to conduct business in the jurisdiction where the product is sold, and (iii) sells the product new and in its original packaging.