

# WARRANTY

## Product Warranty Periods

Exemplis LLC, d.b.a. SitOnIt Seating (hereafter referred to as the Company), warrants to the original end user that this product will be free from defects in its material and workmanship when used in a single shift (standard eight-hour day, five days per week) for the following warranty periods:

### LIFETIME WARRANTY COVERAGE:

- All SitOnIt Seating products, except where noted below
- Structural Components: eBEAM, HiQ, Parallon, Prise, Surge, Switchback and Voyager
- Structural: Kindl frame.

### 12-YEAR WARRANTY COVERAGE:

- Amplify, Cora (Guest, Hip and Stool), Focus 2.0, Kindl (bariatric, guest, freespan and preconfigured), Novo, Torsa, and Wit used in multi-shift (24/7) applications.
- Lounge seating and occasional/lounge tables
- Bases: Ocala, Tensor
- Laminate tops
- Monitor arms<sup>1</sup>: Mobio series, Unity G2
- Plastic shells

### 10-YEAR WARRANTY COVERAGE:

- Non-Stop Heavy Duty, Cora (Midsize and Bariatric), Freelance Bariatric and chairs purchased with a Heavy Duty (HD) or Large and Tall (LT) option used in multi-shift (24/7) applications
- Electrical Components: eBEAM, HiQ, Parallon, Prise, Surge and Switchback

### FIVE-YEAR WARRANTY COVERAGE:

- Fabric, foam, knit back, and mesh
- All filing products<sup>3</sup>
- CPU holders
- Screens<sup>4</sup>
- High Tide
- Keyboard trays
- Lighting fixtures
- Power components<sup>5</sup>: EON, Current, Power Strips
- Wire management

### TWO-YEAR WARRANTY COVERAGE:

- Fabric and foam cushioning for Non-Stop Heavy Duty, Freelance Heavy Duty, Cora Midsize and Bariatric, Kindl bariatric and chairs purchased with an HD or LT option
- Multipurpose felt glides
- Half-Moon Pencil Drawer

### ONE-YEAR WARRANTY COVERAGE:

- Lighting power supplies
- Mouse pads
- Wrist rests

1. Weight capacity of the monitor arms must be followed. If an arm is not functioning properly because of the weight of the monitor is outside of the advertised weight capacity, the monitor arm will not be considered defective under the warranty.

2. Please note that electrical components on a height-adjustable table include: hand controls, motors, control boxes and electrical cables.

3. This warranty does not cover damage from ordinary wear and tear, including paint finish changes and/or discoloration resulting from aging or exposure to light.

4. Warranty limited to finishes, tacking surface of tack boards and writing surface of whiteboards. Standard textiles limited to original manufacturer's warranty.

5. Power components are defined as any power unit with electrical outlets and/or USB/data connections, connector jumper cables for daisy chain and infeeds for hardwire applications.

# WARRANTY

## Freight Warranty

At SitOnIt Seating™, we take pride in crafting one-of-a-kind pieces. Products are thoughtfully inspected prior to being carefully wrapped and packed for shipment. Upon receiving your order, should your order be less than perfect, please follow these steps for an expedited resolution:

### IF DAMAGE IS VISIBLE:

- Please accept shipment and report damages on the freight bill.
- Contact SitOnIt Seating Customer Experience to report the issue **within 10 days** after delivery.

### IF DAMAGE IS CONCEALED:

- Save merchandise and packaging.
- Take a photo to document the damage.
- Contact SitOnIt Seating Customer Experience to report the issue **within 60 days** after delivery.

Either way, we are here to help! SitOnIt Seating Customer Experience Team is on standby to assist Monday through Friday, 5:00 a.m. to 5:00 p.m. PST. Call (888) 274-8664 or email [sitonit@exemplis.com](mailto:sitonit@exemplis.com).

## The Company Does Not Warranty

- COM/COL textiles
- Product abuse or misuse
- Failure resulting from normal wear and tear
- User modification of or attachments to the product
- Products or parts not used, maintained or installed in accordance with the Company's installation, maintenance and/or applicable guidelines
- Products that are exposed to extreme environmental conditions and/or have been subject to improper storage
- Floor samples or display models
- The substitution or use of non-SitOnIt Seating components with SitOnIt Seating products
- Products purchased "as is" and/or secondhand
- Products sold by unauthorized dealers
- Creasing and/or gathering of textiles during upholstery application process
- Minor irregularities of color, surface, grain and texture
- Minor variations of color in textiles
- Variations of texture and natural markings such as neck wrinkles, scratches, backbone marks and stretch marks in leather
- Color matching of textiles exactly to samples, swatches or prior purchases

For orders shipping outside the contiguous 48 U.S. states or the common provinces of Canada (British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, New Brunswick & Nova Scotia), we will provide replacement parts and pre-approved labor as determined by our warranty team. However, matching our standard freight policy, we will only ship those replacement parts to a U.S. port. It is up to our dealer to handle freight costs from the U.S. port to their location.

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## Applicable Provisions To All Products And Services

The Company will repair or replace with a comparable product, at its option, without charge to the original purchaser, only defective products or parts found defective during the Warranty Period. If requested by the Company, the original purchaser must return the part or product with freight or other shipping charges prepaid.

This warranty shall be effective for the applicable time period beginning from date of purchase as shown on original purchaser's original receipt or other proof of purchase.

For products purchased on or after August 1, 2012, the Company shall pay for all labor costs pre-approved by the Company. The payment of such pre-approved labor costs will be in the form of a credit to an active Company account.

There are no other warranties, expressed or implied, other than those specifically described, including, without limitations, any implied warranty or merchantability or of fitness for a particular purpose. The Company will not be responsible for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Warranty claims must be reported within 60 days of any concealed damage. The Company will advise you of the procedure to follow when making warranty claims. Call the Company at the number below to explain the defect. Give your name, address and telephone number. Please be prepared with the model number and sales order number found under the seat of the chair.

SitOnIt Seating: (888) 274-8664