

# STEELCASE WARRANTY

## for Global Products

### YOU CAN DEPEND ON US. OUR PRODUCTS. OUR SERVICES. OUR PEOPLE.

Steelcase Inc. ("Steelcase") warrants for the periods set forth below that the products listed/specified herein ("Global Products") will be free from defects in materials and workmanship at the time of passing of risk. This warranty is valid from the date of passing of risk to the original purchaser and is non-transferable. It covers the original purchaser of a Global Product from Steelcase or a Steelcase authorized reseller for the purchaser's own use and not for resale, remarketing or distribution.

### GLOBAL PRODUCTS - LIMITED WARRANTY

#### SEATING

Amia™, cobī™, Gesture™, i2i™, Leap™\*, Node™, QiVi™, Reply™, and Think™

##### Lifetime Warranty

Frame, seat shell, outerback, arm frame structure, base, and stool footing

##### 12 Year Warranty

Mechanisms, pneumatic cylinders/gas lifts, arm caps, foam, casters and glides, and Node personal worksurface

#### DESKS, TABLES, SCREENS AND STORAGE

c:scape®, Divisio, FrameOne™, and Universal Storage

##### Lifetime Warranty

Frame, case/carcass, doors (except tambour), drawers (body and fronts), pulls/handles, supports, legs, base, suspensions/runners, modesty panels, wire managers/cable trays, dividers, rails, shelves, hanging folders bar, interlocks and locks

##### 12 Year Warranty

Modular power/electrical components, mechanisms, casters and glides

##### 5 Year Warranty

Tambour doors

##### 2 Year Warranty

Electrical desk adjustments

#### INTEGRATED TECHNOLOGIES

ēno®, media:scape®, ScapeSeries™, RoomWizard™, and TagWizard™

##### Lifetime Warranty

ēno and e<sup>3</sup>™ surfaces, ScapeSeries, and media:scape furniture components

##### 12 Year Warranty

ēno trim and brackets

##### 5 Year Warranty

ēno Play, ēno projector mounts

##### 3 Year Warranty

ēno technology components and accessories, ēno stylus, and ēno receiver, media:scape technology components; RoomWizard; and TagWizard

#### WORKTOOLS

SOTO II™/1+1 Welcome Tools, Eyesite®/Plurio, CF/FSMA, FYI®/Forward Arm, Volley, and dash®

##### Lifetime Warranty

SOTO II/1+1 Welcome Tools mobile caddy, launch pad non-powered and divider, functional screen, personal pocket; flat top hanger; wastebasket; footrest; and mobile laptop support; Organizational Worktools: cable clip, personal hook

##### 12 Year Warranty

Eyesite/Plurio, CF Series/FSMA, FYI/Forward Arm, Volley, CPU supports and keyboard supports, lighting fixtures for dash and SOTO/1+1 LED

##### 5 Year Warranty

Launch pad powered, lighting components for dash LED and SOTO/1+1 LED light

#### SURFACE MATERIALS

Refer to separate regional warranties for surface materials details.

## Steelcase Warranty for Global Products

### WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, FAILURE OR LOSS RESULTING FROM:

- Normal wear and tear
- Failure to apply, install or maintain products according to published Steelcase or manufacturer instructions and guidelines.
- Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions)
- Alteration or modification of the product
- The substitution of any unauthorized non-Steelcase components for use in the place of Steelcase components in an integrated product solution, including but not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

### WARRANTY EXCLUSIONS AND LIMITATIONS:

- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.
- Warranty excludes products considered by Steelcase to be consumables (e.g. batteries, bulbs/lamps, except projector lamps offer 6 months coverage)

### WARRANTY PROVIDES EXCLUSIVE REMEDIES:

Pursuant to this limited warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Steelcase will (i) repair or, at Steelcase's option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or (ii) refund the purchase price for the affected product if, in Steelcase's opinion, repair or replacement is not commercially practicable or cannot be timely made.

- A product "defect" means an inadequacy in the materials or workmanship of the product that (i) existed at the time of passing of risk with respect to the product from Steelcase or a Steelcase authorized reseller to you and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product.
- An "ordinary use" means use of the product (i) in conformance with all applicable local, state or federal laws, codes and regulations (including without limitation building and/or electrical codes) and (ii) in accordance with manufacturer recommendations and/or instructions in the materials and documentation accompanying the product.

WITHOUT PREJUDICE TO THE LEGAL WARRANTIES PROVIDED UNDER NATIONAL LAW, THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED CONTRACTUAL WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER THIS CONTRACTUAL WARRANTY STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INDIRECT DAMAGES.

In the European Union (EU), Steelcase participates in recycling networks for Waste Electronic and Electrical Equipment (WEEE) and pays for the associated administrative and recycling costs. EU-customers are responsible for collection and delivery of WEEE to the recycler identified by Steelcase, unless this responsibility is prohibited by national law.