

Dealer Direct Office Furniture
Commercial Office Furnishings
(877) 404-4808 · dealerdirectofficefurniture.com

Warranty

Dealer Direct Office Furniture promises to provide replacement parts or any component found to be defective in material or workmanship for a period of 10 years from the date of the original purchase, so long as you, the original purchaser, still own it. This is your sole and exclusive remedy. This warranty is subject to the provisions below. It applies to product manufactured after January 1, 2015.

Limitations:

- Upholstery on chairs (fabric or mesh) is warranted for 3 years from the date of purchase.
- Damage caused by the carrier in-transit is handled under separate terms.

Exclusions:

This warranty does not apply and no other warranty applies to:

- Normal wear and tear, which are to be expected over the course of ownership.
- Modifications or attachments to the product that are not approved by Dealer Direct Office Furniture.
- Products that were not assembled, installed, used, or maintained in accordance with product instructions and warnings.
- Products used for rental purposes.

Seating Usage

Normal commercial use for seating is identified as the equivalent of a single shift, forty (40) hour workweek. To the extent that a seating product is used in a manner exceeding this, the applicable warranty period will be reduced in a pro-rata manner.

A word about color variations, fabrics and finishes:

Dealer Direct Office Furniture does not warrant the color-fastness or matching of colors, grains, or textures of the covering materials.

Customer's Own Material (COM)

Not available on products by Dealer Direct Office Furniture.

TO THE EXTENT ALLOWED BY LAW, DEALER DIRECT OFFICE FURNITURE MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DEALER DIRECT OFFICE FURNITURE WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

To obtain service under this warranty:

Your Dealer Direct Office Furniture Dealer is our mutual partner in supporting your warranty requests. By following the procedures outlined below, you can be assured of the best level of service. Please note: Consent of the Dealer Direct Office Furniture must be obtained before any warranty work is performed. Or obtain consent, please take the following steps:

1. Contact the Dealer from whom the product was purchased within 30 days of discovery of the defect. Be prepared to affirm that you are the original purchaser of the product and to provide the serial number(s) from the product in question.
2. Your Dealer will gather all pertinent information regarding the claim, inspect the product and contact a Dealer Direct Office Furniture customer service representative. (Please allow a reasonable amount of time for inspection and review.)
3. If Dealer Direct Office Furniture affirms that the product in question is eligible under the conditions of the warranty as stated above, the customer service representative or another representative of the DDOF will determine whether to provide replacement parts, authorize repairs or replace the product.