

CORRECTIONAL INDUSTRIES SEATING PRODUCTS WARRANTY

Effective October 2003

Correctional Industries warrants its seating products to be free of defects in material and workmanship from the date of the delivery for the period set forth below for each category of chair use, when products are used as recommended by Correctional Industries.

Correctional Industries will repair or replace any Correctional Industries seating product or component that is defective in material or workmanship. This warranty is subject to the provisions below.

Standard Chair Rating

Occupant weighing up to 275 pounds, general office, one 8-hour shift per day, 40 hours per week

Usage consistent with standard chair rating:

FIVE YEARS

Tilt mechanisms, arm and back mechanisms, foam, plastic components
Upholstery fabrics and other covering materials supplied by CI from its standard line of fabrics or materials.

TWO YEARS

Pneumatic cylinders, casters, and structural integrity of wood components and wood-framed chairs—including but not limited to the Acappella Series, A-Sharp Series, Matchmaker, Comfort Series and Minuet Series

24/7 use or Heavy-Duty Use Rating:

Correctional Industries offers specific models designed for 24/7 or heavy-duty use. Please contact your CI Account Executive or Customer Service at 1-800-628-4738 for more information.

Occupant weighing up to 350 pounds, 24 hour per day use, or multiple shifts in excess of 40 hours per week:

TWO YEARS

Foam, and plastic components, upholstery fabrics and other covering materials supplied by CI from its standard line of fabrics or materials.

ONE YEAR

Pneumatic cylinders, casters, tilt mechanisms, arms and back mechanisms.
Structural integrity of wood components and wood-frame chairs—including but not limited to Accapella Series, A-Sharp Series, Matchmaker, and Comfort Series.

MANUFACTURER'S WARRANTIES

Correctional Industries will honor and assist customers with obtaining coverage under existing manufacturer warranties on components and items provided by other manufacturers or vendors in fulfillment of any order.

Exclusions:

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

- Normal wear and tear
- Damage caused in-transit, which is handled under separate terms
- Modifications or attachments to the product that were not approved by Correctional Industries
- Product that is not assembled/installed used or maintained in accordance with product instructions and warnings
- Product that is not stored or handled appropriately – whether such conduct is accidental or intentional
- Damage resulting from use after receipt of product.
- Customer's Own Material (COM) used in manufacture of the product.
- Damage to exposed wood components, including dents, scratches, marring, splitting, cracking, chipping or the like. . Due to its inherent nature, materials such as wood, fabric, leather, foam and certain plastics are subject to minor variation and irregularities of color, grain and texture, and such variations or irregularities are not included in the warranties stated above..

Correctional Industries reserves the right to inspect products/components considered to be defective prior to taking any action under warranty. Correctional Industries may require the purchaser to provide proof of purchase. In the event of doubts as to warranty coverage, Correctional Industries' decision is final.

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

This warranty applies only to products sold within the United States of America.

How to obtain service under this warranty:

By following the procedures outlined below, you can be assured of the best level of service.

1. Contact Customer Service at 1-800-628-4738 within 15 days of discovery of the defect. Be prepared to provide the Purchase Order Number(s) or ORD# which can be found on the product in question.
2. Correctional Industries will gather all pertinent information regarding the claim. A customer service representative will be contacting you to schedule the product inspection and review.

If the Correctional Industries' representative affirms that the product in question is eligible under the conditions of the warranty as stated above, he/she will determine whether to provide replacement parts, authorize repairs or replace the product, at the sole option of Correctional Industries.