

Symmetry Office Limited Warranty

Symmetry Office warrants to the original end user that this product will be free from defects in its material and workmanship. The warranty covers material and manufacturing defects for a limited time frame with certain exceptions. The time frame specified for the applicable product can be found on the individual product page of the applicable product at www.symmetryoffice.com The time frame is effective from the date found on your order acknowledgement.

LIFETIME WARRANTY COVERAGE:

All Symmetry office products, except where noted below.

12-YEAR WARRANTY COVERAGE:

Benching, Tables and Height Adjustable Tables:

- Captiva 12yrs for Bases
- Largo 12yrs for Bases
- Ocala 12yrs for Bases
- Bent Legs 12yrs
- Trapezoid 12yrs
- Twisted 12yrs
- Straight 12yrs

Monitor Arms

- Unity Series 12yrs
- King Cobra Series 12yrs
- Allure Series 12yrs
- Value Series 12yrs

10-YEAR WARRANTY COVERAGE:

Benching, Tables and Height Adjustable Tables:

- Prize 10yrs on Electrical Components
- Flow 2.0 10yrs on Electrical Components
- Skyway 10yrs on Electrical Components

7-YEAR WARRANTY COVERAGE:

Benching, Tables and Height Adjustable Tables:

- Switchback 7yrs on Electrical Components
- Voyager 7yrs on Electrical Components
- Clarity 5yrs on Electrical Components

5-YEAR WARRANTY COVERAGE:

Filing

- All filing products have a 5yr warranty

Power Components

- Power Strip 5yrs

Dividers

- 5yrs - Standard textiles (not to exceed the original manufacturer's warranty), finishes, tacking surface of tack boards, and writing surface of whiteboards

1-YEAR WARRANTY COVERAGE:

Keyboards Trays

- Mouse pads and wrist rests have 1yr warranty

THE COMPANY DOES NOT WARRANT

- Customers Own Materials (COM)
- Product abuse or misuse or negligence in misuse
- Failure resulting from normal wear and tear
- Products that have been modified or altered and any 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 such as water damage or fire and/or have been subject to improper storage
- Floor samples or display models
- 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

APPLICABLE PROVISIONS TO ALL PRODUCTS AND SERVICES

The Company will, at its option, repair or replace with a comparable product, without charge to the original purchaser, only defective products or parts reported as 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. UNDER NO CIRCUMSTANCES WILL THE COMPANY BE LIABLE FOR INJURIES OR DAMAGES ARISING FROM USE OF THE PRODUCT. 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. 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. This is an EXCLUSIVE LIMITED WARRANTY. There are no other warranties, express or implied, including, without limitation, any implied warranty of merchantability or of fitness for a particular purpose. The Company will not be responsible for incidental, consequential, special, or indirect damages. The purchaser is responsible for determining suitability for its intended use. The Company disclaims any liability for defects, loss of use, or claims or injuries arising out of the incorrect choice of product for particular usage. 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. The Company will advise you of the procedure to follow when making warranty claims.

To file a warranty claim, email qc@symmetryoffice.com and provide the following information:

- Contact name
- Contact phone number
- Sales Order Number/ Purchase Order Number
- Ship to Address
- Description of Problem
- Description of Troubleshooting Steps Taken
- Attach Pictures, Videos showing the issue

Any items to be returned under warranty claim must receive prior approval from the warranty department as evidenced by either assigned Return Material Authorization (RMA) Number or RMA document.

Any replacement orders where an RMA number is issued, must have the defective product returned within 60 days of receipt. Otherwise, the consumer will be responsible for the replacement order invoice since the defective item was unable to be evaluated for defects.

ADDITIONAL INFORMATION

BENCHING, TABLES AND HEIGHT ADJUSTABLE TABLES

Please note that power components on a height adjustable table include: Hand Controls, Motors, Control Boxes, and Electrical Cables.

POWER COMPONENTS

Power components are defined as any power unit with electrical outlets and/ or USB/Data connections, connector jumper cables for daisy chain and infeed's for hardwire applications.

MONITOR ARMS

Weight capacity of the 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.

FILING

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.

DIVIDERS

Standard textiles (not to exceed the original manufacturer's warranty), finishes, tacking surface of tack boards, writing surface of whiteboards