

## izzy+ warranty

izzy+ stands behind our products. izzy+ warrants that its standard contract furniture and seating products are free from defects in material and workmanship during normal use.

Normal use is defined as a maximum of eight (8) hours per day, six (6) days per week (single shift) for the lifetime of the product with the following exceptions:

### Ten Years

**Furniture:** All storage and nonadjustable legs are warranted for ten (10) years.

**Seating:** Gas cylinders, controls & functional parts, and the Dotti stool frame are warranted for ten (10) years.

### Five Years

**Furniture:** Gas lifts, exposed wood, screens, adjustable legs, adjustable mechanisms and glides for five (5) years.

**Seating:** Arm caps, casters, glides, backliners, and exposed wood parts (finished wood chairs and wood base caps) for five (5) years.

### Three Years

**Furniture:** Panel and upholstery materials for three (3) years.

**Seating:** Upholstery materials (foam, mesh and textiles) for three (3) years.

### One Year

**Furniture:** Glass, Resin and products sold by, but not manufactured by, ABCO and ABCO 2.0 for one (1) year.

**Power:** Electrical power components for one (1) year.

**Leather Arms:** Leather hand-stitched components for one (1) year.

### Multi-Shift Applications

In any multi-shift application, the warranty is reduced as follows: ten (10) year to six (6) year; five (5) year to three (3) year; three (3) year to one (1) year.

### Service Parts

Service parts are warranted for one (1) year from defects from the date of replacement or for the remainder of the original product warranty (whichever is greater).

### Expectations

**Natural Wood:** Due to natural wood changing over time which izzy+ cannot control, color, grain and texture of wood are not covered under warranty. As with snowflakes, each tree is unique and no two products are alike. Natural wood products are subject to splitting, scratches and scuffs and this separates the beauty of real wood product from imitations. Splitting may occur in logs with colored infill. Separation up to 1/8" may occur within 30 days of purchase. Anything after this, izzy+ cannot control due to the natural state of wood and environment. And due to these natural characteristics, izzy+ will not warranty any natural imperfections or changes to wood materials that may develop over time.

### International Customer Warranty

One (1) year on parts. Freight will be paid to Port of Exit. Labor is excluded.

### Eli Work Surfaces and Height Adjustable Tables

#### Bases-only warranty limitations and potential

**for injury:** The use of a work surface that does not comply with the izzy+ defined criteria and limitations could cause personal injury or property damage due to pinch points, instability or other problems and voids all izzy+ warranties, expressed or implied.

The use of work surfaces that do not comply with izzy+ criteria voids any izzy+ claims of compliance with ANSI/ BIFMA, UL, LEED or other applicable requirements. The use of non-izzy+ work surfaces on izzy+ adjustable-height bases may not be accepted as compliant to municipal electrical codes or OSHA federal workplaces standards because this does not create an NRTL listed product. izzy+ is not responsible for the ultimate determinations of compliance for height-adjustable bases with non-izzy+ work surfaces, and assumes no liability for their compliance with standards when height adjustable bases are used without an izzy+ work surface as intended.

**Work surface Criteria and Limitations:** The use of a non-izzy+ work surface is not recommended. Any use of non-izzy+ work surface requires additional investigation by the customer regarding the appropriateness for use. It is the sole responsibility of the customer to determine the suitability and safety of the selected work surface construction and attachment means. This includes situations where the use of izzy+ tops are attached to non-izzy+ bases. The following information is provided as a guideline, but does not address all potential issues. Customers should seek professional guidance as to the appropriateness of their chosen work surface.

### Customer's Own Material Warranty

izzy+ does not warrant the appearance, behavior or durability of customer furnished upholstery materials (COM/COL). The acceptance of the COM/COL by izzy+ only means that initial application of the COM/COL utilizing existing manufacturing processes was successful and does not imply that izzy+ warrants the COM/COL or its performance during use. izzy+ is not responsible for COM/COL appearance, condition, performance, durability, colorfastness or any other physical attribute of the COM/COL.

### izzy+ Flavors

Since textiles vary in weave, thickness and memory, some creasing and/or gathering may occur during the upholstery application process. Due to natural variations over which we have no control, all furniture is sold subject to minor irregularities of color, surface, grain and texture. Textiles are sold subject to minor variations of color. Leather upholstery materials are of the finest quality. Because leather is a natural product, variations of texture are common and should be expected. Leather will contain natural markings such as neck wrinkles, scratches, backbone marks and stretch marks. These distinctions give leather its unique characteristics and are considered to be a part of the natural beauty of leather.

### Markerboard tables with urethane edges:

Black Bear urethane must be specified with markerboard laminate table products due to cleanability. Claims of this nature void the urethane warranty.

### The Fine Print

Excluded from warranty is product that has unauthorized modifications, or if the customer fails to perform normal maintenance service on the product. This includes, but is not limited to, lubrication and cleaning, minor assembly and adjustment and periodic operational checks.

Natural variations occurring in wood are not considered defects; izzy+ does not warranty the colorfastness or matching of color, grain or texture, normal wear and tear, or damages resulting from shipping, storage, or installation.

This warranty does not include defects from normal wear and tear, accidents, negligence, abuse, shipment, handling, storage, or environmental conditions. Any modifications to izzy+'s products by the purchaser, purchaser's employees or agents, void this warranty.

izzy+ reserves the right to reasonably determine whether a defect resulted from a factor excluded from this warranty. If a defect in material or workmanship is determined to have occurred in normal use during the warranty period, izzy+ will repair or replace the warranted product with a product of like or comparable quality and functionality.

The expressed warranties contained herein are in lieu of all other warranties, expressed or implied, including any warranty of merchantability and fitness for a particular purpose, and all other warranties arising from the course of dealing or usage of trade. Any action to enforce this warranty must be brought within three (3) months from the time an alleged defect in material or workmanship first occurs.

### Repair and Replacement:

Repair or replacement of any defective izzy+ contract seating product for the period of time provided, shall constitute complete fulfillment of all the liabilities of izzy+, whether the claims of the purchaser are based in contract, in tort (including negligence and/or strict liability) or otherwise, with respect to, or arising out of, the product furnished hereunder. izzy+ is not liable for any special or consequential damages under this warranty. The remedies provided above are the purchaser's sole remedies for any failure of izzy+ to comply with its obligations regarding the material and workmanship of its products. All incidental or consequential damages which may arise, including but not limited to, business losses, personal damage and third party liability are hereby expressly excluded.

Any labor charges for correcting a manufacturing problem for a product under warranty must be submitted in writing and approved by izzy+ Customer Service prior to corrective action. Labor charges will not be paid if the estimate was not submitted and approved prior to labor being completed.