

CHAIR WARRANTY INFORMATION

Providing quality goods and services is CSI's mission and customer satisfaction is a priority. All requests for warranty repair or replacement will be determined by CSI. Warranty claims should be submitted to CSI in writing within the warranty period and fully describe the situation, as well as having sales order number, production order number, or date of receipt.

Claims will only be honored for the original purchaser of the goods. Please contact CSI at 800-348-7537 with any questions on how to submit or report a warranty issue. The original warranty period of any item will not be extended by repair or replacement; warranty may be voided if the product was not used or installed as recommended; and warranties will not be honored in the event of modifications, misuse, abuse, alterations, or negligence by the owner.

All wood furniture manufactured by CSI is warranted for a period of five (5) years against defects in workmanship and materials, unless purchased from CSI's discount or Special Offer areas, or unless otherwise noted on the Quotation, Sales Form, or Customer Acknowledgment.

All refinished, refurbished, or re-upholstered pieces are warranted for a period of thirty (30) days from delivery. CSI offers no warranty on textiles or fabrics beyond what is offered by the vendor to CSI. Typically, this is a period of one (1) year warranty of freedom from manufacturer's defects. Wood frame chairs & upholstery manufactured by CSI are covered by warranty for a period of five (5) years against defects (excluding fabric).

Casters are warranted for one year from date of receipt. Hard/carpet casters are on most office chairs and are made for carpeted floors. Using hard casters on a hard floor like a floor mat (is considered misuse) can be hazardous as well they could damage to the caster and the hard surface.

Most of the chairs that CSI offers have been tested to all "applicable ANSI/BIFMA standards," and are typically designed for standard office use by occupants weighing up to 300 pounds and used during one shift. Unless noted as a 24/7 chair which are designed for such areas.

If you have questions about the suitability of a model or style for intensive or institutional use, we're happy to discuss your specific needs.

TASK SEAT WARRANTY

<u>MODEL</u>	<u>FRAME</u>	<u>CYLINDER/MECHANISM</u>	<u>MODEL</u>	<u>FRAME</u>	<u>CYLINDER/MECHANISM</u>
DELTA	5 years	5 years	PILOT STOOL	5 years	5 years
BREATHE	5 years	5 years	PILOT Task	5 years	5 years
COMFORT RX	5 years	5 years	NAVIGATOR	5 years	n/a
KHROMA	5 years	5 years	DAKOTA	5 years	n/a
ITHACA	5 years	5 years	SNAP	5 years	5 years