



PRODUCT WARRANTIES

Systems (System 2 / Tiles)

LIMITED LIFETIME

This warranty is given to the initial purchaser and is valid from the date of purchase, for as long as the initial purchaser owns the product. This warranty covers defects in material and craftsmanship found during normal usage of the product during the warranty period. If the product is defective, and if written notice of the defect is given to Friant & Associates within the applicable warranty period, Friant & Associates, at its option, will either repair or replace the defective product with a comparable component or product. This warranty applies to all products except as noted in the exceptions, next page.

Gitana

LIMITED LIFETIME

This warranty is given to the initial purchaser and is valid from the date of purchase, for as long as the product is owned by the initial purchaser. This warranty covers defects in material and craftsmanship found during normal usage of the product during the warranty period. If the product is defective, and if written notice of the defect is given to Friant & Associates within the applicable warranty period, Friant & Associates, at its option, will either repair or replace the defective product with a comparable component or product. This warranty applies to all products except as noted in the exceptions, next page.

Mesa / Willow / Casegoods

3 YEARS

This warranty is given to the initial purchaser and is valid from the date of purchase, for as long as the product is owned by the initial purchaser. This warranty covers defects in material and craftsmanship found during normal usage of the product during the warranty period. If the product is defective, and if written notice of the defect is given to Friant & Associates within the applicable warranty period, Friant & Associates, at its option, will either repair or replace the defective product with a comparable component or product. This warranty applies to all products except as noted in the exceptions, next page.

Seating

5 YEARS

All chair frames, including metal, wood and plastic parts, and control mechanisms are guaranteed against structural failure for ten years, under normal commercial use and to the original purchaser with the exception of our Axiom, Zone and Verity chairs which are offered under the same guarantee for five years. Casters and upholstery (fabric and mesh) have a five year commercial use warranty. Gas cylinders are warranted for two years. Standard commercial use is defined as the proper usage for one single shift, a total of 40 hours or less per week and by individuals weighing 250 lbs or less.

Should any item require repair, please return product to the Dealer from whom it was purchased. The Dealer will send the defective part to Friant, freight prepaid. Friant will repair or replace the defective part and return it to the dealer, freight prepaid. Please request written authorization before returning defective parts to Friant, returned defective parts will not be accepted without prior written authorization. Labor and service are not covered under this warranty. This warranty does not apply to items subjected to abuse, misuse, neglect, alteration, or damage caused by shipment, storage, accident, fire, food or an act of nature.

Warranty Exceptions:

- Natural variations in wood grain, figure or the presence of character marks
- Matching of colors, grains, textures
- Changes in surface finishes due to aging or exposure to light
- Damage, marking or staining of surfaces due to contact with rubber or similar compounds
- Damage from sharp objects or imprinting from writing instruments, computer equipment or prolonged exposure to fluids or sun
- Checking or delaminating due to changes in temperature or improper care or storage
- Damage caused by misuse or improper care

Friant & Associates does not guarantee the matching of colors, grain or texture, except to within commercially acceptable standards.

A product will not be considered defective, and Friant & Associates will not be obligated to replace it, if it is not installed in a proper manner (i.e., product not leveled, not secured properly, etc...).

Except as noted above, Friant & Associates makes no express or implied warranties as to any product, and in particular makes no warranty of fitness for any particular use. At Friant & Associates' option, product repair and/or replacement are the customer's exclusive remedy for any and all product defects.

Friant & Associates shall not be liable for consequential, economic or incidental damages arising from any product defect.