

LIMITED LIFETIME HEALTHCARE PRODUCT WARRANTY

Haworth Health Environments warrants each healthcare product to be free of manufacturing defects in material and workmanship under normal use and service for the life of the product to the original purchaser. The following are excluded from the above warranty:

NOT COVERED

Abuse in any form
Textiles or Coverings (Refer to Textile or Covering provider's warranty)
Textiles or Coverings Performance (Wrinkling and Puddling included)
Carrier/Freight Damage

ONE YEAR

Thermofoil and Kydex Arm Caps
Thermofoil Tops
Central Locking Casters
Recliner and Lift Chair Motors
Motion Mechanisms
Heat/Massage
Recliner options
Modular Exam Base and Wall Casegoods

TWO YEARS

Gas Cylinders

THREE YEARS

Standard Glides
Standard Casters
Patient Room Casegoods
Manual Exam Tables and Accessories
Power Exam Tables and Accessories
Overbed Tables

FIVE YEARS

Guest Seating

A product will not be considered to be defective, and Haworth Health Environments will not repair, or replace it or refund its price if the product (1) is a consumable product, such as a lamp; (2) is "Customer's Own Material" (i.e. material specified by the purchaser or lessee that is not a standard Haworth Health Environment product offering, Customer's Own Material exception includes fabrics within the Haworth Health Environments Fabric Alliance Program); (3) is not installed and used as recommended in Haworth Health Environment's written specification, installation and user guides; (4) has been otherwise misused or suffered abusive damage or (5) is a product that is manufactured by a third-party supplier from whom Haworth Health Environments purchases it for resale without incorporating it into Haworth Health Environments product (in which case Haworth Health Environments will assign to the purchaser or lessee any warranty that the manufacturer provides).

A defect in material or workmanship does not include damage to a product, or failure of a product to operate or perform properly or to maintain appearance, caused by (a) normal wear and tear; (b) an Act of God or transportation; (c) a product alteration made without Haworth Health Environment's express written authorization; (d) the natural variation of color, grain or texture found in wood and leather; (e) the natural aging found in materials such as wood, fabric and leather which results in colors shifting during use; (f) dye lot variations in fabric, leather or wall covering; (g) the natural patina and "puddling" of leather during use or (e) reverse crocking of dyes from clothing onto our seating materials.

EXCEPT AS STATED ABOVE, HAWORTH HEALTH ENVIRONMENT DOES NOT MAKE A WARRANTY AS TO ANY PRODUCT AND, IN PARTICULAR, DOES NOT MAKE A WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. Product repair or replacement or refund of the price, at Haworth Health Environment's option, in accordance with this warranty policy, is the purchaser's or lessee's exclusive remedy for a product defect. Haworth Health Environments shall not have tort liability with respect to a product, and Haworth Health Environments shall not be liable for any consequential, economic, indirect, special, punitive or incidental damages arising from a product defect. Haworth Health Environment shall not be liable for repair or product placement due to improper installation or any defect in materials used for installation which are not manufactured, sold or supplied by Haworth Health Environment. Haworth Health Environment's judgment will be final in all matters concerning the condition of their products sold and the cause or nature of the defect and the necessity or manner of repair. **Any cleaner used on furniture that is not approved by Haworth Health Environments will void the warranty.**

Released June 2015