

# tcentric hybrid™

## Warranty

### 12 years, 3 shifts, labour included

Our warranty covers everything – including casters, pneumatic cylinders, arms, foam and all moving mechanisms.

At ergoCentric, we are committed to improving the health and productivity of your valued employees at the lowest total cost of ownership.

All tCentric Hybrid™ seating are backed by our 12 year, 3 shift warranty, except as limited or described below.

### ergoCentric materials

#### 5 years

Upholstery fabrics applied to seating products (exceptions covered under 12-year warranty include: tCentric Hybrid mesh.)

### Other manufacturers' products

ergoCentric does not warrant customer's own fabrics but will pass through to the original purchaser any warranty supplied by the fabric manufacturers to the extent possible.



### Provisions that apply to all tCentric Hybrid seating and services:

ergoCentric warrants the tCentric Hybrid seating to be free from defects in material and workmanship, regardless of the number of shifts during which the products are used, for the warranty periods specified above for users weighing up to 350 pounds.

During the applicable warranty period, ergoCentric, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty, which fails under normal use as a result of a defect in material or workmanship. ergoCentric will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire new product from ergoCentric, its subsidiaries, or its authorized resellers. Any product, part, or component must have been used according to ergoCentric's published instructions and installed and maintained by an ergoCentric factory-trained technician or an authorized ergoCentric dealer installer. If these requirements are met, warranty coverage will be extended. Any misuse, abuse, or modification to the original product voids the warranty. ergoCentric does not warrant the performance of the product when used in combination with other than original ergoCentric product.

Limited warranty only covers ergoCentric provided products, components, and related repair work performed by ergoCentric authorized dealers.

The warranty period starts from the date of purchase.

This document inclusively describes all of the warranties given and remedies available with respect to the company's products and services. ergoCentric and its subsidiaries disclaim any other warranty whether express or implied, statutory or otherwise, in relation to the products.

### ergoCentric does not warrant:

- Changes in surface finishes, including colourfastness, due to aging, exposure to light or direct sunlight
- Marks, scars, or wrinkles occurring naturally in leather
- Failure resulting from normal wear and tear
- Pilling of textiles
- Matching of colours, grains, or textures of natural materials
- Colourfastness or the matching of colours of textiles or surface finishes, including an exact match to cuttings, samples, or swatch cards
- Damage or marking of materials or abrading of textiles over time caused by sharp or foreign objects
- Discolouration of textiles and surface materials due to soiling, stains, or dye transfer from clothing, including denim

ergoCentric tests Customer's Own Material (COM) and other customer-supplied items for manufacturing quality only and does not provide any warranty with regard to these materials.

ergoCentric does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

To the extent allowed by law, any implied warranties, including any warranty of merchantability or fitness for a particular purpose, are disclaimed and to the extent they are legally required, are limited in duration to the duration of this written warranty.

ErgoCentric shall not be liable for loss of time, inconvenience, commercial loss, or incidental or consequential damages.

**Applies in US only:** Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the two preceding paragraphs may not apply. This warranty gives the purchaser specific legal rights; however, the purchaser may also have other rights that may vary from state to state.

**Applies outside US:** Except as stated above, ergoCentric will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products, but nothing contained herein will or will be considered to exclude or restrict any liability on ergoCentric's part for death or personal injury resulting from negligence.

