

Warranty - Seating



10 Year

Adapta, Balance Executive, Balance Task, Balance Guest, Balance Training, Game, Metro, Mode, Otto, Politan

All Workspace48 products are durable for long-term performance and value. Our products have been rigorously tested to the equivalent of 10 years average use, and our processes comply with internationally recognized certifications. We know the peace of mind a warranty like this can give when making a purchase. If you need to know any information about the legal terms of your warranty, you can find everything right here, or simply give one of our friendly account managers a call.

The 10 Year Warranty is valid on orders placed on or after January 1, 2020.

Warranty

Workspace48 promises the original purchaser that it will repair or replace with the comparable product, at its option and free of charge (for material and components) any product, part or component which fails under normal use over the duration of specified warranty term (taken from the date of purchase). Normal commercial usage is defined as the equivalent of a single shift, 40-hour work-week.

A Customer who requests services under this warranty must comply with directions from Workspace48 staff if the warranty claim is to be investigated, and if Workspace48 is to provide repairs and/or spare parts and/or replacement solutions (where applicable). The Customer will usually be required to provide a detailed description of the warranty service they are requesting, accompanied by any relevant photos or videos.

If the Customer does not comply with the directions aforementioned, Workspace48 is not required to provide services in accordance with this warranty. Without the description and images, Workspace48 can neither investigate the claim nor provide an appropriate solution.

Goods purchased from Workspace48 are covered by guarantees that cannot be excluded under Canadian Consumer Law. The Customer is entitled to a replacement or refund in a case of major fault.

Minor variations in dimensions, color, grain, or finish in Goods received by a Customer, when compared with images or descriptions on the Website, are not covered by this Warranty. The Warranty does not cover damage that affects only packaging.

Warranty Limitations

The particular product lines, materials and components listed below are covered according to the following schedule from the date of sale:

- Five Years - Link and Luna chairs

Warranty Exclusions

This warranty does not apply and no other warranty applies to:

- Products that were not installed, used or maintained in accordance with Workspace48 instructions
- Normal wear and tear, which is to be expected over the course of ownership
- High-wear items such as glides and textiles
- Abuse, misuse, or accident
- Alteration or modification of the product including substitution of Workspace48 components with any unauthorized non-Workspace48 components
- Products considered consumables, Customer's Own Material (COM) or non-standard textiles and materials
- Variations occurring in surface materials (e.g. color-fastness or matching grains, textures and colors across dissimilar lots)
- Products used for rental purposes

To the extent allowed by law, Workspace48 makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. Workspace48 will not be liable for any consequential or incidental damages.