

PRODUCT WARRANTY INFORMATION



LIFETIME WARRANTY

ERG International warrants to the original purchaser of new products to be free from defects in material, workmanship and specification for a LIFETIME under conditions of normal use and maintenance. If a defect causes failure of the product or a portion of the product, ERG International at its sole discretion will either repair or replace the defective product at no charge to the original purchaser. This warranty policy covers furniture frames, chair frames and shells (poly/wood), soft seating frames, stationary table bases, occasional tables, beam and cluster frame and shells, springs, legs and structural components. When ordering from ERG International tops and/or bases ONLY, ERG's standard warranty will be null & void. ERG will not be held liable for any tops or bases used in conjunction with another manufacturer's top or base.

10 Year Warranty:

ERG International warrants to the original purchaser of new products to be free from defects in material, workmanship and specification for a period of ten (10) years under conditions of normal use and maintenance, except as noted below. If such a defect causes failure of the product or a portion of the product, ERG International at its sole discretion will either repair or replace the defective product at no charge to the original purchaser. This warranty policy includes chair and table control mechanisms, pneumatic cylinders, casters and any other additional options. Plastic, laminate, power/data worksurface products, adjustable height table bases and solid surface materials are not covered by ERG International but are covered only by the original manufacturer's warranty.

One Year Warranty:

Laminate Self-Edge on conference and occasional tables are covered for one year due to the decreased durability of laminate self edge. (ERG does not offer self-edge on cafe or training tables.)

Chair Weight Levels:

All chairs* are rated level tested and warrantied for 350 lbs. All lounge seats are tested at 500 lbs per seat. The Teriana Midsize is rated at 500 lbs. All Bariatric seating is rated at 750 lbs.

*Foray Wood Leg and Elliot Wood Leg - max weight is 250 lbs.

Fabric Note:

Normal wear and tear over the course of ownership, including fabric puddling or damage from sharp objects is not covered by this warranty. The content of certain fabrics can cause puddling and wrinkling over which ERG has no control. Differences in climate and humidity can affect fabrics. ERG will not assume responsibility when this happens, or if customer uses non-approved cleaning solutions. For Fabric warranties, see specific textiles vendor.

Warranty Policy Notes

Any repairs made by the customer must receive specific authorization in the form of an RGA Number from ERG International, before being executed on location by purchaser. The cost of any repair must be approved by ERG International prior to any repair being completed. If at any time, the ERG product is altered or abused, then warranty is null and void.

No freight charges will be paid by ERG for replacement or repairs of any parts after one (1) year of service.

There are no warranties except as stated above whether expressed or implied, including but not limited to any warranty of merchantability or fitness for any particular purpose. ERG International shall not be held liable for consequential or incidental damage arising from any product defect.