

# Zenith Product Warranty



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## **Zenith Loose Furniture:**

Zenith warrant the products manufactured and supplied against failure due to defective materials or workmanship to the original purchaser only during the applicable warranty period set out below:

### **Period of Warranty: 5 Years**

This warranty applies to:

- The original owner/purchaser of the product only
- Structural and operational parts
- Normal use of product

This warranty does not apply to:

- Damage caused by a carrier other than Zenith
- Normal wear and tear, user abuse or acts or omissions of parties other than Zenith (including user modification).
- Third party upholstery material (fabric, leather, vinyl) and other third party material applied to products.
- Dramatic temperature variations or exposure to unusual conditions.
- Changes in surface finishes, including colourfastness due to ageing or exposure to UV

Natural variations occurring in wood and leather shall not be considered defects and Zenith does not guarantee the colourfastness or matching of the colours, grains or textures, or surface hardness of such materials.

The express warranties contained herein are in lieu of all other warranties, expressed or implied, including any warranties of merchantability and fitness for particular purpose and all other warranties arising from course of dealing or usage of trade.

Should any failure to conform with this limited warranty appear to a product during the applicable warranty period from the original date of purchase, Zenith shall, upon prompt written notice, repair or replace, at its option and costs, the affected part or parts in a manner so as to minimise disruption to occupiers.

All claims under this warranty must be communicated directly to Zenith. Product must be serviced by Zenith' authorised service personnel. Unauthorised servicing immediately renders any warranty null and void.

## **Zenith Storage:**

Zenith warrant the products manufactured and supplied against failure due to defective materials or workmanship to the original purchaser only during the applicable warranty period set out below:

### **Metal Storage:**

Period of Warranty:

5 Years

This warranty applies to:

- The original owner/purchaser of the product only
- Structural and operational parts
- Normal use of product

This warranty does not apply to:

- Damage caused by a carrier other than Zenith
- Normal wear and tear, user abuse or acts or omissions of parties other than Zenith (including user modification).

### **MAKR Storage & Divider System:**

Period of Warranty:

5 Years

MAKR is covered by a standard Zenith 5-year warranty against faulty materials and workmanship that includes a guarantee to supply parts of all standard components and service for a period of no less than 5 years from date of installation.

Laminates and fabrics selected by the client and used on MAKR are proprietary to the manufacturer's warranty. Installation must be done as per Zenith insulation guide, and wall and floor fixing brackets must be used as specified.

Product must not be reconfigured or used in a different configuration other than what is was originally sold, if you need to reconfigure please contact your local Zenith Branch.

## **Cabinetry & Joinery Lockers**

### **Period of Warranty: 5 Years**

Zenith Lockers are covered by a standard Zenith 5-year warranty against faulty materials and workmanship that includes a guarantee to supply parts of all standard components and service for a period of no less than 5 years from date of installation.

Mechanical, battery and hardwired locks are as per manufacturer's warranty. Laminates selected by client are proprietary to the laminate manufacturer's warranty.

## **Charlie Trolley**

### **Period of Warranty: 5 Years**

Charlie Trolley are covered by a standard Zenith 5-year warranty against faulty materials and workmanship that includes a guarantee to supply parts of all standard components and service for a period of no less than 5 years from date of installation.

### **Period of Warranty: 1 Year**

- OE Elsafe Battery & Wiring Looms - The warranty period for the batteries & Looms is proprietary to the manufacturer's warranty, specific details on the warranty for the batteries, please contact your local Zenith branch.

## Zenith Task Chair:

Zenith warrants to the original purchaser only that the products manufactured/assembled and sold to the purchaser are free of defects in workmanship and materials, during the applicable warranty period set out below.

Should any failure to conform with this limited warranty appear to a product listed below during the applicable warranty period from the original date of purchase, Formway Distribution shall, upon prompt written notice, repair or replace, at its option and costs, the affected part/s.

### Product and Period of Warranty

#### Denn

10 years - seating mesh knit, structural and operational seating parts, controls, castors, pneumatic cylinders

3 years - arms assembly and arm pads

Upholstery - proprietary to the fabric manufacturer's warranty

#### Life

10 years - seating flex back net, structural and operational seating parts, controls, castors, pneumatic cylinders

3 years - arms, arm-pads, soft arm-pads

Upholstery - proprietary to the fabric manufacturer's warranty

#### Be

10 years - seating flex back, structural and operational seating parts, controls, castors, pneumatic cylinders

3 years - arms, arm-pads, soft arm-pads

Upholstery - proprietary to the fabric manufacturer's warranty

#### Belite

10 years - seating flex back net, structural and operational seating parts, controls, castors, pneumatic cylinders

3 years - arms, arm-pads, soft arm-pads

Upholstery - proprietary to the fabric manufacturer's warranty

#### Beside

10 years - seat shell, frame, castors

1 year - arms, arm-pads, soft arm-pads

Upholstery - proprietary to the fabric manufacturer's warranty

#### Remix

10 years - seating flex back, structural and operational seating parts, controls, castors, pneumatic cylinders

1 year - arms, arm-pads, soft arm-pads

#### Vox

5 years - seating flex back net, structural and operational seating parts, controls, castors, pneumatic cylinders

3 years - arms, arm-pads, soft arm-pads

Upholstery - proprietary to the fabric manufacturer's warranty

#### Khyn

5 years - seating flex back net, structural and operational seating parts, controls, castors, pneumatic cylinders

3 years - arms, arm-pads, soft arm-pads

Upholstery - proprietary to the fabric manufacturer's warranty

**This warranty applies to:**

- The original owner / purchaser of the product only.
- Normal use of product in a general office / administration environment.
- For Life and Be, a 24-hour multi-shift use (including parts and labour to repair).

**This warranty does not apply to:**

- Damage caused by a carrier or shipper.
- Normal wear and tear, user abuse, acts or omissions of parties (including user modification, improper use or installation of products).
- Third party fabrics, upholstery, foams, laminated board, or other third party material applied to products.
- Dramatic temperature variations or exposure to unusual conditions.
- Changes in surface finishes, including colourfastness due to ageing or exposure to light.
- Claims for any other associated costs from the end user, including claims for reimbursement for any work carried out by an unauthorised third party.

Parts used to repair a product under warranty are covered to the end date of the original warranty period only.

Natural variations occurring in leather shall not be considered defects, and Zenith does not guarantee the colourfastness or matching of the colours, grains or textures, or surface hardness of such material.

The express warranties contained herein are in lieu of all other warranties, express or implied, including any warranties of merchantability and fitness for particular purpose and all other warranties arising from course of dealing or usage of trade.

All claims under this warranty must be communicated directly to Zenith. Product must be serviced by Zenith. Unauthorised servicing immediately renders any warranty null and void.

## **Accessories:**

### **Monitor Arms**

#### **Period of Warranty: 10 Years (ZED Monitor Arm Only)**

Zenith warrants that its ZED Monitor Arm products are free from defects in manufacturing and workmanship.

Zenith provides a 10-year warranty on materials and workmanship for the monitor arm cylinder.

Third party monitor arm products are in accordance with manufacturers specifications and warranty.

### **USB Chargers & Wireless Chargers**

#### **Period of Warranty: 1 Year**

Zenith warrants that its USB charger, wireless charger products are free from defects in manufacturing and workmanship.

Zenith provides a 1-year warranty on materials and workmanship for the products.

Third party USB charger, wireless charger products are in accordance with manufacturers specifications and warranty.

### **Work Shapes**

#### **Period of Warranty: 10 Years**

Zenith warrants that its Work Shapes products are free from defects in manufacturing and workmanship.

Zenith provides a 10-year warranty on materials and workmanship for this range.

### **Alpha Space**

#### **Period of Warranty: 10 Years**

Zenith warrants that its Alpha Space products are free from defects in manufacturing and workmanship.

Zenith provides a 10-year warranty on the frame and workmanship for this range.

Zenith provides a 2-year warranty on the white board and any other panel selected.

## Workstations & Tables:

### Period of Warranty: 10 Years

Zenith warrants its products are free from defects in materials and workmanship for a period of 10 years from date of delivery. During the applicable warranty period, Zenith will repair or replace (at its discretion) any product, part or component covered by this warranty which fails under normal use as a result of a defect in material or workmanship with a comparable product (at its discretion).

All warranty claims must be communicated directly to Zenith. This warranty covers the sale of Zenith products in all countries but only extends to the original purchasers. Any misuse, abuse or modification to the original product voids the warranty. Zenith does not warrant the performance of the product when used in combination with anything other than original Zenith or approved third party products. Any product, part or component must have been installed and maintained by Zenith.

Our products, whenever appropriate, are designed to improve your environment and carry sustainable and functional product compliance.

## EXCEPTIONS

### Period of Warranty: 5 Years

- User adjustable mechanisms (Winder Adjust Mechanisms)
- Non-standard Electrical desk adjustments (Outside our standard 2CJ and 2XJ ranges)

### Period of Warranty: Other

- Electrical components – Proprietary to the manufacturer's warranty
- Worktops – Proprietary to the laminate manufacturer's warranty, otherwise 10yrs

### Period of Warranty: 1 Year

- OE Elsafe Battery & Wiring Looms (for Orbis Adapt) – The warranty period for the batteries & Looms is proprietary to the manufacturer's warranty, specific details on the warranty for the batteries, please contact your local Zenith branch.



## Rooms:

### Period of Warranty: 5 Years

Zenith warrants its products are free from defects in materials and workmanship for a period of 5 years from date of delivery. During the applicable warranty period, Zenith will repair or replace (at its discretion) any product, part or component covered by this warranty which fails under normal use as a result of a defect in material or workmanship with a comparable product (at its discretion).

All warranty claims must be communicated directly to Zenith. This warranty covers the sale of Zenith Interiors products in all countries but only extends to the original purchasers. Any misuse, abuse or modification to the original product voids the warranty. Zenith does not warrant the performance of the product when used in combination with anything other than original Zenith or approved third party products. Any product, part or component must have been installed and maintained by Zenith Interiors.

Our products, whenever appropriate, are designed to improve your environment and carry sustainable and functional product compliance.

## EXCEPTIONS

### Period of Warranty: 2 Years

- Electrical components
- Worktops

### Period of Warranty: 1 Year

- Lighting elements

## **EXCLUSIONS**

- Any damage arising from water, heat and or direct sunlight
- Improper transportation and installation after original installation
- Claims for any other associated cost from the user
- Natural variations in wood grain or the presence of character marks
- Changes in surface finishes due to ageing or exposure to lights
- Failure resulting from normal wear and tear
- Matching of colours, grains or textures of natural products
- The colour fastness or the matching of colours of textiles, including an exact match to cuttings, samples or swatch cards
- Damage, marking or staining of veneer surfaces due to contact with rubber or similar compounds, damage from sharp objects or prolonged exposure to direct sunlight
- Damage caused from improper storage

## **Warranty does not apply to product failure resulting from:**

- Normal wear and tear
- Abuse, misuse, accident or repeated knocks
- Alteration or modification of the product
- Third party fabrics, upholstery, foam or other third-party materials applied to products
- Damage caused by a carrier other than Zenith
- Products not installed by or under the auspices of a certified dealer of Zenith
- The substitution of any unauthorized non-Zenith components used in place of Zenith components in an integrated product solution
- Claims for any other associated costs from the end user, including claims for reimbursement for any work carried by an unauthorised third party

All replacement parts warranty is applicable from the date of delivery to the customers. Parts used to repair a product under warranty are covered to the end date of the original warranty period only.

Zenith reserves the right to perform an onsite inspection of the defected item, request the product be returned for further testing or provide photographic evidence of product failure prior to any warranty claim being finalised.