

# ZENITH PRODUCT WARRANTY 2020

Loose Furniture, Task Chair & Metal Storage

Cabinetry & Joinery Lockers

Accessories

Workstations & Tables

Rooms

## **ZENITH PRODUCT WARRANTY – ZENITH LOOSE FURNITURE, TASK CHAIR & METAL STORAGE**

Zenith Interiors 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 Interiors
- Normal wear and tear, user abuse or acts or omissions of parties other than Zenith Interiors (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 Interiors 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 Interiors 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 Interiors. Product must be serviced by Zenith Interiors' authorised service personnel. Unauthorised servicing immediately renders any warranty null and void.

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

## **ZENITH PRODUCT WARRANTY – CABINETS & 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.

## **ZENITH PRODUCT WARRANTY – 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.

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## **ZENITH PRODUCT WARRANTY – 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 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: 5 Years**

- All mechanisms (including non-electrical user adjustable mechanisms)

#### **Period of Warranty: 2 Years**

- Electrical desk adjustments
- Electrical components
- Castor wheels
- Worktops
- Media Connect TV

#### **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 colourfastness 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.



## **ZENITH PRODUCT WARRANTY – ROOMS**

### **Period of Warranty: 5 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 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 colourfastness 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