

PRODUCT WARRANTY

Formway Distribution 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

LIFE	10 years 3 years	seating flex back net, structural & operational seating parts, controls, castors, pneumatic cylinders arms, arm-pads, soft arm-pads upholstery - proprietary to the fabric manufacturer's warranty
BE	10 years 3 years	seating flex back, structural & operational seating parts, controls, castors, pneumatic cylinders arms, arm-pads, soft arm-pads upholstery - proprietary to the fabric manufacturer's warranty
BELITE	10 years 1 year	seating flex back, structural & operational seating parts, controls, castors, pneumatic cylinders arms, arm-pads, soft arm-pads upholstery - proprietary to the fabric manufacturer's warranty
BESIDE	10 years 1 year	seat shell, frame, castors arms, arm-pads, soft arm-pads upholstery - proprietary to the fabric manufacturer's warranty

Legacy Products	<i>No longer supplied by Formway into market</i>	
PLUS	10 years	seat frame upholstery - proprietary to the fabric manufacturer's warranty
HUM, GRID2	10 years	desking componentry
TRAFFIC	5 years	

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 or acts or omissions of parties other than by a certified dealer of Formway Distribution (including user modification, improper use or installation of products).
- Third party fabrics, upholstery, foams, laminated board, or other third party material applied to products.
- Products not installed by or under the auspices of a certified dealer of Formway Distribution.
- 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 Formway Distribution 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 a certified dealer of Formway Distribution. Product must be serviced by Formway Distribution's authorised or appointed service personnel. Unauthorised servicing immediately renders any warranty null and void.