Zenith

Zenith Warranty Information







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Zenith Warranty:

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

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. 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.
The express warranties contained here in 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 form 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 product must be serviced by Zenith authorised service personnel. Unauthorised servicing immediately renders any warranty null and void. Zenith reserves the right to perform an on-site inspection of the defected items, request the product to be returned for further testing or provide photographic evidence of the product failure to any warranty claim being finalized.

Exclusions - This warranty does not apply to:

- Damage caused by a carrier other than Zenith.
- Improper transportation and installation after the original installation.
- Damage caused by improper storage.
- The substitution of any unauthorised non-Zenith components.
- Normal wear and tear, repeated knocks, accidents, user abuse or misuse.
- Any modification to the original product.
- Acts or omissions of parties other than Zenith (including user modification).
- Damage due to dramatic temperature variations, heat, water or direct UV sunlight.
- Damage to surfaces due to contact with improper cleaning products.
- Damage to surfaces due to contact with sharp objects.
- Changes in surface finishes due to aging.
- Natural variations occurring in wood and leather shall not be considered defects.
- The colour fastness or matching of the colours, grains, textures, samples or swatch cards.
- Third party upholstery materials (fabric, leather, laminate, vinyl) & other materials applied to products.
- Claims for any other associated cost from the user, including reimbursement for any work carried out by an unauthorised third party.
- Where any non-standard Zenith parts are used to meet customer specifications then those parts are warranted for one Year or subject to the manufacturer of those parts warranty.

Workstations & Tables

Laminates selected by client are proprietary to the laminate manufacturer's warranty.

PET selected by client are proprietary to the PET manufacturer's warranty.

Third party USB charger and wireless charger are proprietary to the manufacturer's warranty.

Third party Soft wiring components are proprietary to the manufacturer's warranty.

Products	Period of Warranty	Exceptions
Orbis, Ombre, Rumba, Highrise, Precinct Pods, Orbis Adapt, Condo, Teddy, Epic Plus, Kissen, Estate, Trading Desks	10 Years	5 Years - Winder Adjust Mechanisms 2 Years - Floorsense components
Kissen, Teddy, Twiggy, Primary, Estate, Mekos, Minutes, Platforma, Alter, Sol-lap, Primary Laptop, Fitzroy, Villa	7 Years	
Reverb	5 Years	

Rooms

Laminates selected by client are proprietary to the laminate manufacturer's warranty.

PET selected by client are proprietary to the PET manufacturer's warranty.

Products	Period of Warranty	Exceptions
Verse, Verse Plus	7 Years	2 Years - Whiteboard & Corkboard 2 Years - Electrical components including soft wiring 1 Year - Lighting elements

Task Chairs

Upholstery selected by client are proprietary to the upholstery manufacturer's warranty.
All standard upholstery options are covered by a 3-year warranty from delivery, subject to normal use and the conditions outlined in this warranty document.

Products	Period of Warranty
Denn, Life	10 Years - 3D knit back, structural & operational seating parts, controls, castors, cylinders 3 Years - Arm pads
Be, Beside Work Chair	10 Years - Flex back, structural & operational seating parts, controls, castors, cylinders 3 Years - Arm pads
Beside Chair	10 Years - Seat shell, frame, castors 3 Years - Arm pads
Khyn & Vox	7 Years - 3D knit back, structural & operational seating parts, controls, castors, cylinders 3 Years - Arm pads

Loose Furniture

Upholstery selected by client are proprietary to the upholstery manufacturer's warranty.

Third party USB charger and wireless charger are proprietary to the manufacturer's warranty.

Products	Period of Warranty
Noen, Precinct Seating, Precinct Pod, Hours, Basis, Easel, Alter, Sol-Edt, Terrazzo, Levee, Jac, Platforma, Somedays, EDO, Pebble, Profondo, Bip	7 Years
Caesar, Invention, Mornington, Scene Occasional table	5 Years

Storage

Mechanical, battery, hardwired and non-wired locks are proprietary to the manufacturer's warranty.

Laminates selected by client are proprietary to the laminate manufacturer's warranty.

PET selected by client are proprietary to the PET manufacturer's warranty.

Products	Period of Warranty
Metal Storage	7 Years
MAKR Storage System	7 Years
Cabinetry & Joinery Lockers	7 Years

Agile Furniture

Third party batteries and looms are proprietary to the manufacturer's warranty.

Upholstery selected by client are proprietary to the upholstery manufacturer's warranty.

Laminates selected by client are proprietary to the laminate manufacturer's warranty.

PET selected by client are proprietary to the PET manufacturer's warranty.

Products	Period of Warranty	Exceptions
Charlie Trolley	5 Years	-
Alpha Space	5 Years	2 Years - Whiteboard
Steve Media Presenter	5 Years	-
Kissen Create	7 Years	2 Years - Whiteboard
Sol-Sketch	5 Years	2 Years - Whiteboard

Accessories

Products	Period of Warranty
Work Shapes, Shakr rail, ZED Monitor Arms	5 Years

Screens

PET selected by client are proprietary to the PET manufacturer's warranty.

Products	Period of Warranty
Precinct, Simpl, S30, Slide on Divider, Modesty Panels	5 Years