

Your Maxon product is backed by our Limited Lifetime Warranty for as long as you, the original purchaser, own it. We will repair or replace any Maxon product or component that is defective in material or workmanship subject to the provisions below.

Limitations

- The following materials and components are covered for 5 years from the date of sale: glides, casters, panel and seating fabrics, foam, laminates, and other covering materials.
- The following components are covered for 10 years from the date of sale: seating controls.
- The following components are covered for 12 years from the date of sale: electrical components.

Exclusions

- This warranty does not apply to:
- Normal wear-and-tear, which is to be expected over the course of ownership.
- Damage caused by the carrier in-transit, which will be handled under separate terms.
- Modifications or attachments to the product that are not approved by Maxon Furniture Inc.
- Products that were not installed, used or maintained in accordance with product instructions and warnings.
- Products used for personal or household use or for rental purposes.
- Customer's Own Material (COM) selected by and used at the request of the owner.
- Seating product used in applications requiring greater than a single shift (40-hour workweek), except for models specifically designed for multiple shifts.
- TO THE EXTENT ALLOWED BY LAW, MAXON FURNITURE INC. MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. MAXON FURNITURE INC. WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.



- This warranty applies only to products sold within the United States of America and the Commonwealth of Canada.

To Obtain Service under this Warranty

- Your Maxon dealer is our partner in supporting your warranty requests. Follow the procedures outlined below for the best level of service:
- Contact the dealer from whom the product was purchased within 30 days of discovery of the defect. Be prepared to affirm you are the original purchaser of the product and to provide the serial number(s) from the product(s) in question.
- Your dealer will gather all pertinent information regarding the claim, inspect the product, and contact Maxon Customer Relations. (Please allow a reasonable amount of time for inspection and review.)
- If Maxon Furniture Inc. affirms that the product in question is eligible under the conditions of the warranty as stated above, a Maxon representative will determine whether to provide replacement parts, authorize repairs or replace the product.