



## Limited Warranty for the United States

Please keep all purchase documents for the product in the event a warranty claim is needed. Contact our Customer Care team for any warranty assistance at [info@safcoproducts.com](mailto:info@safcoproducts.com) or (888) 971-6225.

Our warranty pledges excellence in the quality of our products. It helps protect our customers' investments and extends our continuing dedication to our customers after their initial investment.

### WARRANTY DURATIONS

Safco Products Co. ("Safco") warranty obligation: We pledge, to the original end user purchaser in the United States, to repair, replace, or otherwise take the actions herein, at Safco's option, for any Safco product or component that is defective in material or workmanship for the durations set forth below from the product purchase date or product delivery date (if later than the product purchase date):

Warranty Duration for "Normal Use" (as defined herein)	Products or Product Component
<b>Lifetime</b> (for as long as the original end user purchaser in the U.S. owns the product)	All products, parts, and components except as set forth below.
<b>Three Years</b>	<ul style="list-style-type: none"><li>• Outdoor products</li><li>• Dry erase surfaces / tops / markerboards</li><li>• Electrical components</li><li>• Motors</li><li>• Drawer Slides</li><li>• Glides</li><li>• Casters</li></ul>
<b>Five Years</b>	<ul style="list-style-type: none"><li>• Polymer-based components (i.e. all hard plastic, rubber, and structural synthetic parts)</li><li>• Upholstery</li><li>• Foam</li><li>• Armrests</li><li>• Chrome seating components</li><li>• User-adjustable work surface mechanisms (excluding motors)</li><li>• Laminate finishes for K-12 products</li><li>• Veneer finishes</li><li>• Mobile storage drive components</li><li>• Wood seating components</li></ul>
<b>Ten Years</b>	<ul style="list-style-type: none"><li>• Mechanical seating controls and seating cylinders</li><li>• Laminate finishes (except for K-12 products)</li></ul>

### "NORMAL USE" OF THE PRODUCT; PRODUCTS USED FOR MULTIPLE SHIFTS

Safco's warranty obligation is limited to normal use of our products. "Normal use" for seating, desks, and other office furniture is defined as the equivalent of a single 8-hour shift, five days a week, totaling a forty (40) hour work week. To the extent that a product is used in a manner exceeding the standard single-shift, the applicable warranty period will be reduced on a pro-rata basis. For example, double-shift use reduces the warranty period by one-half, and triple-shift use reduces the warranty period to one-third of the stated term.

Models warranted for multiple shifts:



- Task Master® Industrial Series
- Soft Tough™ Series
- WorkFit™ Series
- Uber™ Series (maximum 500 lbs.)
- Alday™ Intensive-Use (maximum 500 lbs.)
- Vue™ Intensive-Use (maximum 500 lbs.)

#### **SPECIFIC LIMITATIONS REGARDING COLOR VARIATIONS, FABRICS, AND FINISHES**

Natural products have varying grains and colors. Due to such natural variations occurring in materials such as wood and leather, these characteristics are not considered defects. Safco does not warrant the color-fastness or matching of colors, grains, or textures of such materials. Materials supplied, selected, or provided by the customer (COM) are not warranted.

#### **WARRANTY EXCLUSIONS**

Because Safco cannot control the quality of products sold by unauthorized sellers, this warranty applies only to products that were purchased from Safco or a Safco authorized seller in the United States, unless otherwise prohibited by law. Safco reserves the right to reject warranty claims for products purchased from unauthorized sellers, including unauthorized internet sites. Additional exclusions pertaining to this warranty include:

- Normal wear and tear, meaning deterioration or cosmetic or performance changes resulting from ordinary use over time, including, but not limited to, scuffing, scratches, abrasions, cuts, tears, surface marks, oxidation or rust, burnishing, edge-softening, pilling or puddling of fabric or upholstery, foam or cushioning compression or loss of resiliency, joint friction or loosening from repeated joint movement, and ordinary and operational noise from motors or other mechanisms.
- Damage caused by cleaning chemicals, humidity, or exposure to liquids or spills.
- Product or product components utilized for rent or lease.
- Freight damages: Safco is not liable for any product damages sustained during shipping or handling operations. Safco provides specific policies and requirements regarding shipping and handling and reserves the right to review and address product distribution matters separately. Damage-related claims must be reported prior to product assembly or installation, with photo or video evidence, including images of the packaging upon arrival.
- Product negligence: A product is not considered defective due to misuse or improper installation or assembly. Safco products must be assembled, installed, used, and maintained in accordance with product instructions and warnings.
- Damage due to alterations or attachments to the product that were not approved by Safco.
- All COM (as defined above) fabric.
- All corrugated products or components, including, but not limited to, literature organizers, roll files, and bins.

#### **WARRANTY PROCEDURES**

Please follow the warranty procedures described below to ensure apt and responsive service.

1. Once an alleged defect has been discovered, the original purchaser must contact Safco immediately (within 30 days of alleged defect detection), in writing, with the serial number(s) (if applicable), date code and model



number from the product(s) in question, and proof of purchase (including where and when the product was purchased). Customer Care is available Monday through Friday from 7:30AM – 5:00PM CST.

Phone: (888) 971-6225

Fax: (763) 971-1525

Email: [info@safcoproducts.com](mailto:info@safcoproducts.com)

Mail: 9300 West Research Center Road, New Hope, MN 55428

2. Upon inspection of the product(s), Safco will collect all relevant information necessary for review of the request. The original purchaser will be asked to provide photo or video evidence of the alleged defect or may be asked to mail the product subject to the claim to Safco. If Safco requires the return of the product to Safco for warranty evaluation, the end user purchaser is responsible for freight to and from Safco on all warranty claims.
3. Product repair, product replacement (with comparable item), replacement part(s), or refund (if Safco is unable to provide a replacement and repair is not commercially practicable or cannot be timely made) will be authorized by a Customer Care representative if eligible under product warranty. Except for the repair or replacement of defective parts as expressly provided under this warranty, Safco shall not be responsible for any costs or expenses associated with removal, installation, reinstallation, assembly, disassembly, labor charges, site preparation, or any other incidental service or handling costs related to the product.

Any description of the goods sold by Safco, including any reference to the purchaser's specifications and any description in catalogs, circulars, and other written or digital material published by Safco is for the sole purpose of identifying goods and shall not create an express or implied warranty that the goods shall conform to such description.

*There are no other warranties which extend beyond those stated herein. **Any implied warranties that may be applicable to products, including implied warranties of merchantability or fitness for a particular purpose, are limited in duration to the express warranty durations set forth above.** No agent, employee or representative of Safco has any authority to bind Safco to any affirmation, representation or warranty except as stated herein. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.*

***Under no circumstances shall Safco have any liability for indirect, incidental, consequential or special damages of any kind, including based upon breach of this limited warranty, breach of contract, or strict liability.** These limitations are agreed allocations of risk. Under no circumstances shall Safco's liability with regard to the sale or use of the products exceed the purchase price paid by the buyer for the products. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.*

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

If you have any questions about whether a seller is authorized, contact us at [info@safcoproducts.com](mailto:info@safcoproducts.com) or (888) 971-6225.

If you would like a physical copy of this warranty, feel free to print this webpage or call our customer service team at (888) 971-6225, and we would be happy to send you a copy.

Terms and conditions of this warranty are subject to change with notice. This warranty supersedes all warranty statements found in product manuals or other printed materials.

Last Updated: March 2026