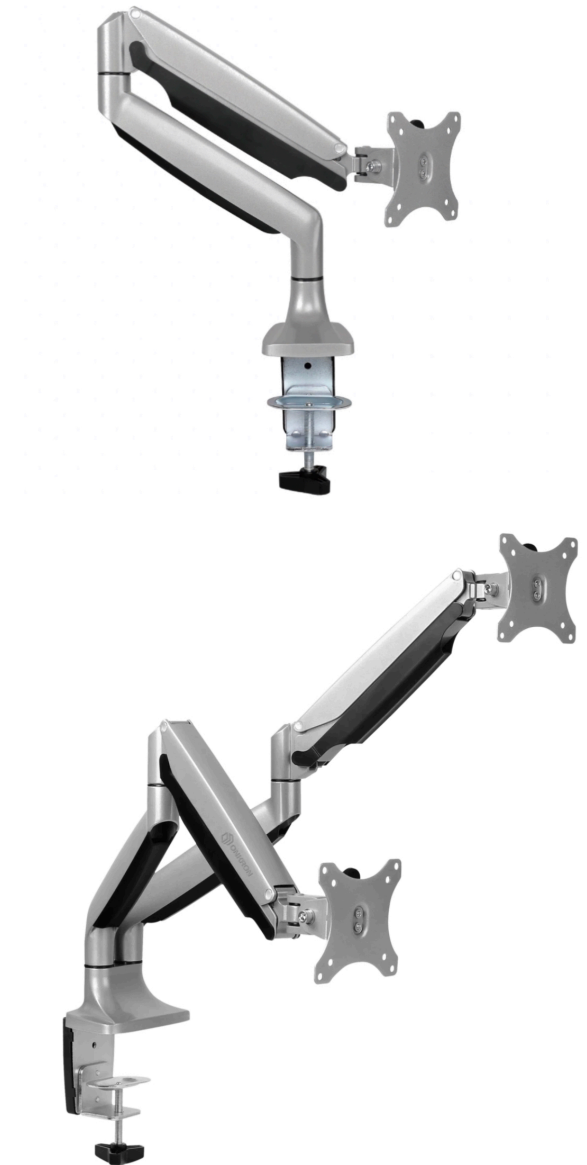


“IN” reach Monitor Arms Warrantee

“IN” office furniture warrants to the original end-user that “IN” reach Monitor Arms are free from defect & in good working order for 10 years if used in normal office settings. (24/7 use will be considered at 3 times normal use). With written notice from our authorized dealers & our approval, “IN” will provide either replacement parts or completely new product directly to our authorized dealers.





Product Warranty

Our products are built to stand up to the rigors of the modern home and office. We employ the best quality materials and stand behind our products with a five year warranty against product workmanship and construction. All Corral products are designed and manufactured in accordance with the highest standards in quality and production to meet our and a 5 year warranty. The 5 year warranty covers materials and/or workmanship on frame or upholstery. The guarantee is valid from the date on the original invoice.

The warranty does not apply in cases where the following has occurred:

1. If the products has been stored or assembled incorrectly
2. If the product has been abused or misused, altered or cleaned using the wrong cleaning methods.
3. Damage due to normal wear and tear, cuts or scratches, or damage caused by impact or accidents.
4. If the product has been placed outdoors or in a humid environment.

We believe the biggest impact we can have on future generations is to build furniture that can be used daily. By creating furniture and products with longevity in mind we insure our products will never end up in the landfill. Our designs are direct and straightforward solutions and utilize as few parts and extraneous elements as possible while providing maximum utility. We select the highest quality materials and avoid formaldehyde glues and VOC finishes. Corral is dedicated to the design and production of of durable furniture designed to last.



Warranty

Seller warrants to the original Purchaser only that the Products Seller manufactures and sells to Purchaser are free of defects in workmanship and materials, during the applicable warranty period set forth below.

Warranty period set forth below is for 24-hour, 7 days a week, multi shift use (includes parts and labor to repair).

Should any failure to conform with this limited warranty appear to a Product listed below during the applicable warranty period from the date of shipment, Seller shall, upon prompt written notice, repair or replace, at its option and costs, the affected part or parts.

Product and Period of Warranty

Lifetime: *Antenna Workspaces, AutoStrada, Calibre, Crinion Open Table, Currents, Dividends Horizon, Morrison, Reff Profiles laminate, Rockwell Unscripted, Series 2 Storage, Template, Quoin* and other non-wood components (except cascade edge worksurfaces, operational parts, controls, electrical, Lighting, *Series 2 Veneer Front Storage*, digital locks, upholstery, textiles and leathers, special or custom products, see below), *Islands Collection* table structure, legs, and laminate worksurfaces.

12 Years: *Chadwick, Generation by Knoll, k. task, Life, Moment, MultiGeneration by Knoll, Ollo, ReGeneration by Knoll, Remix* and *Toboggan* seating (except seating upholstery, textiles, leathers and finishes, see below)

10 Years: *Anchor Storage* except digital locks, *Antenna Workspaces, AutoStrada, Crinion Open Table, Dividends Horizon, Dividends Horizon Satellite Surfaces, Reff Profiles, Rockwell Unscripted, Quoin* wood components, *Template* wood components, *Series 2 Veneer Front Storage*, cascade edge worksurfaces, *Wood Casegoods* (The Graham Collection) (except wood casegoods upholstered surfaces, see below), *Reuter* overheads, *Reuter* vertical storage, *KnollExtra* Sapper Monitor Arm Collection, Sapper XYZ Monitor Arm Series, Adjustable keyboard mechanisms and platforms, Communication Boards (except fabric board textiles, cork and FilzFelt, see below), Smokador collection (except leathers, see below), *Orchestra Universal Systems Accessories, k. lounge* structural components, *KnollStudio* Pixel and Propeller, *Tone* bases, k. screens.

5 Years: Operational parts, controls, electrical, Lighting (except light ballasts, bulbs and power supply, see below), special or custom product, wood veneer products and plywood, *Currents* handcrank, *KnollStudio, Rockwell Unscripted* wire bases, Spark Series seating structural elements, structural elements of all *KnollStudio* outdoor products including all Richard Schultz designed products, *KnollExtra* CPU holders and all universal storage drawers, and *Power Collection, k. bench* (except changes in finish, see below) and *k. standbases* (except changes in finish, see below), *Islands Collection* veneer worksurfaces, operational parts, wide grommet lid, castors, glides and electrical.

3 Years: *Rockwell Unscripted* upholstery (except textiles and leather), Office Seating upholstery, textiles, leathers and finishes. Fabric boards textiles and Smokador Collection leathers, *KnollExtra* Pop Up Screens, k. screen (except cork and PET).

2 Years: *Anchor Storage* digital locks, *Quoin* digital locks, all other *KnollExtra* product

1 Year: Light ballasts, bulbs and power supply, seating upholstered arm pads and soft arm pads, wood casegoods upholstered surfaces, *KnollStudio* outdoor product finishes, *k. lounge* upholstery and *k. lounge* fabric, *Rockwell Unscripted* fabric and accessories, k. screen cork and PET.

This warranty does not apply to:

- Damage caused by a carrier other than the Seller.
- Normal wear and tear or acts or omissions of parties other than Seller (including user modification, improper use or installation of Products).
- COM or other third party materials applied to Products.
- Products not installed by or under the auspices of a Knoll Dealer.
- Dramatic temperature variations or exposure to unusual conditions.
- Changes in surface finishes, including colorfastness due to aging or exposure to light.
- Except as specifically noted above, textiles and upholstery supplied by *KnollTextiles* and Spinneybeck | FilzFelt (consult current price lists for applicable warranties).

Natural variations occurring in wood, marble, and leather shall not be considered defects, and the Seller does not guarantee the colorfastness or matching of the colors, grains or textures, or surface hardness of such materials. The Seller also does not guarantee the colorfastness of fiberglass panel surfaces.

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.

The remedies provided above are the Purchaser's sole remedies for any failure of Seller to comply with its obligations regarding the workmanship of its Products. Correction of any nonconformity in the manner and for the period of time provided shall constitute complete fulfillment of all liabilities of Seller, with respect to or arising out of the Product furnished hereunder.

GENERAL TERMS AND CONDITIONS OF SALE

MUUTO INC.

Last Updated: 09/06/2018

The following general terms and conditions of sale (the "Terms") shall apply to any sale of goods and services by Muuto Inc., a Delaware corporation ("Muuto"). The sales order acceptance is made and given on the express condition and understanding that the following Terms apply to the sale of Muuto's goods and services. Muuto's acceptance of any Order is expressly made conditional upon Buyer's acceptance of all the terms and conditions contained herein and on the face of Muuto's sales order acknowledgment. Muuto objects to any additional or different terms and conditions, whether contained in Buyer's forms or otherwise. Muuto will not be deemed to have waived these Terms if it fails to object to any provision contained in Buyer's forms or otherwise. Buyer's silence or its acceptance of Muuto's Goods constitutes its acceptance of these Terms. These Terms shall also apply to any repaired or replaced Goods provided by Muuto or its affiliates.

1. Definitions

The term "Buyer" means the individual, corporation, limited liability company or other legal entity that has submitted an Order to Muuto or which is purchasing Goods from Muuto. The term "Order" means Buyer's request, whether oral or written, to purchase Goods from Muuto. The term "Goods" means all of the products, materials and related services that Muuto is selling or offering for sale from time to time.

2. General

In the event of any conflict or inconsistency between these Terms and the terms and conditions contained in Buyer's Order or in any other form or document issued by Buyer, whether or not any such form or document has been acknowledged or accepted by Muuto, these Terms shall prevail. No waiver, alteration or modification of these Terms shall be binding upon Muuto unless made in writing and signed by a duly authorized representative of Muuto.

3. Order Acceptance

Buyer's Order is subject to acceptance by Muuto. Muuto will issue a written order confirmation ("Order Confirmation") as acceptance of an Order. Acceptance of an Order is subject to all of the terms set forth herein and on the face of Muuto's Order Confirmation, which terms shall constitute the sole terms and conditions of the Order. Buyer's assent to all such terms and conditions shall be conclusively presumed (A) when Buyer receives, or is provided access to, these Terms, electronically or otherwise, and makes no written objection within 48 hours of such receipt; or (B) when Buyer accepts all or any part of the Goods reflected by the Order. For Buyer's made-to-order purchases, Muuto will start production of the made-to-order Goods only after prepayment has been received.

3.1 Changes to orders and cancellation policy

- Changes to orders and cancellations for stock-version products and made-to-order products within 48 hours of receipt of order confirmation:
 - 1. No fees will be applied
- Changes to order and cancellations fee for orders for stock-versions products:
 - 2. 2-7 days after receipt of order confirmation: 25% of order value
 - 3. 7+ days after receipt of order confirmation: 50% of order value
- Changes to order and cancellation fee for orders for made-to-order products:
 - 1. 7+ weeks before ex-warehouse date: 25% of order value
 - 2. 5-7 weeks before ex-warehouse date: 50% of order value
 - 3. Less than 5 weeks before ex-warehouse date: 100% of order value

4. Delivery

Unless otherwise agreed in writing by Muuto, the shipment and delivery of goods will be handled by Muuto's forwarding agent on behalf of the customer and Muuto will invoice freight and other delivery costs to the Buyer.

The Goods will be shipped using standard packaging. The delivery date is only an estimated delivery date, and the time of delivery shall not be considered of essence. Muuto cannot be held liable for any damage or loss that the Buyer may suffer as a result of delay or non-delivery. If no specific delivery date has been indicated in the Form, Muuto, acting reasonably, is entitled to stipulate a delivery date taking into consideration the quantity and the nature of the Goods to be delivered. Should a delivery fail to meet the Buyer's expectations, or is the delivery damaged during transportation, please refer to the Section IO "Filing a Claim" for how to start a claim.

5. Price

The price of the Goods is the price stated in the Order Confirmation. If no price is included in the Order Confirmation, the price shall be the price set out in Muuto's price list in force as of the date of the Order. Unless otherwise specified in the Order Confirmation, the price does not include transportation costs, insurance, customs duties and fees and applicable taxes, including, but not limited to, all sales, use or excise taxes.

6. Payment

Payment shall be made in US Dollars and must be received by Muuto in full, without set-off or other deduction, not later than on the due date as specified in Order Confirmation or the corresponding invoice. Payment shall be made in accordance with the payment terms and conditions of payment indicated in the Order Confirmation or the corresponding invoice. All bank charges are the responsibility of the

MUUTO

Buyer. Buyer agrees to pay a 2% interest charge per month on balances that are not received on the due date. In the event that Muuto institutes any legal suit, action or proceeding against the Buyer arising out of or relating to this Agreement, including payment for the Goods, Muuto shall be entitled to receive in addition to all other damages to which it may be entitled, the costs incurred in conducting the suit, action or proceeding, including reasonable attorneys' fees and expenses and court costs.

7. Title

Title to the Goods or any part thereof shall not pass from Muuto to Buyer until all payments due hereunder have been duly made. The Goods shall be and remain personal or moveable property, notwithstanding their mode of attachment to realty or other property. The Buyer shall at all times keep such Goods separated from any other products held in stock, and must ensure that the Goods can at all times be identified by Muuto. If default is made in any of the payments due, Buyer agrees that Muuto shall be free and authorized to enter the premises where the Goods may be located and remove them as Muuto's property, without prejudice to Muuto's right to recover any further expenses or damages Muuto may suffer by reason of such nonpayment. The Buyer shall be liable to Muuto for any damages to the Goods until they have been paid for in full as stated above.

8. Warranties; Disclaimer

Provided Buyer has paid in full for the Goods, Muuto warrants to Buyer that for a period of 5 years from the delivery date, all goods will be free from any defects in workmanship and material. A warranty complaint must be filed within the warranty period in accordance with the procedures in Section IO to be covered under the warranty. Excluded from the warranty are all defects due to or caused by transport, incorrect use, inadequate maintenance, accidents, the Buyer's alterations or repairs and defects caused by normal wear and tear. Further, natural variations in organic materials shall not be considered to be defects. With respect to Goods that are defective, Muuto may choose, at its discretion, to refund the purchase price for such Goods, repair such Goods or replace such Goods at Muuto's expense, provided Buyer has duly notified Muuto about the defect within reasonable time after the Buyer discovered or should have discovered it, and provided that such notice is given within the warranty period and in accordance with the procedures in Section IO "Filing a Claim". Thus, Muuto is not obligated to replace customized or discontinued products. The above remedies constitute the Buyer's only remedies in respect of any defective Goods under the warranty. Except for the warranties specifically set forth above, Muuto makes no warranty whatsoever with respect to Goods, including any (A) warranty of merchantability or (B) warranty of fitness for a particular purpose, whether expressed or implied by law, course of dealing, course of performance, usage of trade or otherwise.

9. Claims and Transportation Damages

The Buyer is always obliged to inspect the Goods upon receipt. The inspection shall include:

- Checking that correct type of the Goods have been delivered.
- Checking that correct quantity of the Goods has been delivered.
- Ensuring that the Goods are of an acceptable quality.

The buyer is deemed to have accepted the products delivered unless a claim has been filed within 30 business days upon receipt in accordance with the procedure in Section IO "Filing a Claim".

In case the packaging has a visible damaged, the Buyer shall:

- Inspect the entire delivery immediately.
- Accept the delivery, but immediately note the damage on the freight documents by stating "received with reservation".
- Report the extent of the damages to Muuto within 30 business days upon receipt. Claims must be filed in accordance with the procedures in Section IO "Filing a Claim."

IO. Filing a Claim

A complaint shall be filed by email within 30 business days upon delivery and, for quality complaints, within the period of warranty.

Each complaint shall be filed in such a manner that the email describes in detail the problem at hand. Each complaint will be evaluated from the Muuto Claims Department provided that the following is stated and/or enclosed:

- Delivery note/order confirmation number/invoice number
- Clear description of the complaint in detail
- Images of product, up close and from afar
 1. For transport damages: Images of boxes and labelling shall be enclosed by the buyer
 2. For quality complaints: Images of product specific PO-number shall be enclosed by the buyer

II. Returns

No Goods may be returned to Muuto without Muuto's prior written permission. Muuto reserves the right to decline all returns or to accept them subject to a handling/restocking charge. Even after Muuto has authorized the return of Goods for credit, Muuto reserves the right to adjust the amount of any credit given to Buyer on return of the Goods based on the conditions of the Goods on arrival in Muuto's warehouse. Credit for returned Goods will be issued to Buyer only where such Goods are returned by Buyer and not by any subsequent owner or purchaser of the Goods. Goods will be considered for return only if they are in their original condition and packaging. Returned Goods shall be securely and properly packaged, and the return order confirmation shall be placed visible on the package. Unless otherwise agreed in writing, the Buyer shall pay all shipping costs and charges to return Goods to Muuto.

12. Changes to Design

Prior to delivery and without prior notice, Muuto reserves the right to make any changes to the design of the Goods that Muuto finds to be necessary or appropriate.

13. Fire Retardancy

The Goods may be supplied with fire-retardant fabrics. As the regulations vary in each jurisdiction, we advise all customers to check the respective local regulations. Any requests for fire-retardant treatment must be sent to Muuto in writing, specifying which fire-retardant norm the Goods must comply with.

14. No Sale to Resellers

The Buyer shall not sell any Goods to any resellers without the prior written consent of Muuto.

15. Limitation of Liability

Notwithstanding anything to the contrary, in no event shall Muuto or any of its affiliates or any of their representatives be liable under any Order, or in any way relating to, arising out of or resulting from any Goods, to the Buyer or any third party for any consequential, incidental, indirect, exemplary, special or punitive damages, including any damages for business interruption, loss of use, revenue or profit, whether arising out of breach of contract, tort (including negligence) or otherwise, regardless of whether such damages were foreseeable and whether or not the Buyer was advised of the possibility of such damages. Notwithstanding anything to the contrary, in no event shall Muuto's or any of its affiliates' aggregate liability arising out of or related to an Order or in any way relating to, arising out of or resulting from any Goods, whether arising out of or related to breach of contract, tort (including negligence) or otherwise, exceed the total amount paid to Muuto for the relevant Good(s), or if no payment was made because the Good(s) was/were provided free of charge, then USD 1,000.00. The foregoing limitations shall apply even if the Buyer's remedies fail of their essential purpose.

16. Force Majeure

Neither Muuto nor Buyer shall be liable to the other for any delay or failure in performing its obligations under these Terms or any Order to the extent that such delay or failure is caused by an event or circumstance that is beyond the reasonable control of that party, without such party's fault or negligence, and which by its nature could not have been foreseen by such party or, if it could have been foreseen, was unavoidable.

17. Electronic Communication and Consent

Muuto and Buyer may facilitate business transactions by electronically transmitting data, and they may execute documents, or make specific consents, electronically.

18. Severability

If any term or provision of these Terms is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of these Terms or invalidate or render unenforceable the terms or provisions thereof in any other jurisdiction.

19. Assignment

Buyer shall not assign, transfer or delegate any of its rights or obligations under these Terms and the Order without the prior written consent of Muuto. Any purported assignment or delegation in violation of this Section shall be null and void. No assignment or delegation shall relieve the Buyer of any of its obligations hereunder. Muuto may at any time assign, transfer or subcontract any or all of its rights or obligations under these Terms and the Order without Buyer's prior written consent.

20. Governing Law and Venue

All matters arising out of or relating to these Terms or an Order shall be governed by and construed in accordance with the internal laws of the State of New York without giving effect to any choice or conflict of law provision or rule that would cause the application of the laws of any jurisdiction other than those of the State of New York. Any legal suit, action or proceeding arising out of or relating to these Terms or an Order shall be instituted in the federal courts of the United States of America or the courts of the State of New York in each case located in the City of New York and County of New York, and each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action or proceeding.

21. Survival

Provisions of these Terms which by their nature should apply beyond their terms will remain in force after any termination or expiration of any Order.

22. Changes

These Terms are subject to occasional revision and change. Buyer is obligated to read the most current version of these Terms carefully every time before placing an Order. The most recent version of these Terms will be sent to Buyer with the Order Confirmation, and Buyer must read these Terms promptly upon receipt. Buyer's continued purchase of Goods from Muuto shall constitute Buyer's acknowledgement of, and agreement to be bound by, the then-current version of these Terms.

WARRANTY

PRODUCT WARRANTY PERIODS

Exemplis LLC, d.b.a. SitOnIt Seating (hereafter referred to as the Company), warrants to the original end user that this product will be free from defects in its material and workmanship when used in a single shift (standard eight-hour day, five days per week) for the following warranty periods:

LIFETIME WARRANTY COVERAGE:

- All SitOnIt Seating products, except where noted below
- Structural Components: Prise, Switchback and Voyager

12-YEAR WARRANTY COVERAGE:

- Amplify, Torsa, Wit and Novo used in multi-shift (24/7) applications.
- Lounge seating and occasional/lounge tables.
- Bases: Ocala, Tensor
- Monitor Arms¹: King Cobra, Mobio series, Unity G2 series

10-YEAR WARRANTY COVERAGE:

- Non-Stop Heavy Duty, Freelance Bariatric and chairs purchased with a Heavy Duty (HD) or Large and Tall (LT) option used in multi-shift (24/7) applications.
- Electrical Components²: Prise

SEVEN-YEAR WARRANTY COVERAGE:

- Electrical Components²: Switchback and Voyager

FIVE-YEAR WARRANTY COVERAGE:

- Fabric, foam, knit back, mesh and plastic.
- All filing products³
- CPU Holders
- Screens
- High Tide
- Keyboard Trays
- Lighting Fixtures
- Power Components⁴: EON, Current, Power Strips
- Wire Management

TWO-YEAR WARRANTY COVERAGE:

- Fabric and foam cushioning for Non-Stop Heavy Duty, Freelance Heavy Duty and chairs purchased with an HD or LT option
- Multipurpose felt glides
- Half-Moon Pencil Drawer

ONE-YEAR WARRANTY COVERAGE:

- Lighting Power Supplies
- Mouse Pads
- Wrist Rests

- 1. Weight capacity of the monitor arms must be followed. If an arm is not functioning properly because of the weight of the monitor is outside of the advertised weight capacity, the monitor arm will not be considered defective under the warranty.*
- 2. Please note that electrical components on a height-adjustable table include: hand controls, motors, control boxes and electrical cables.*
- 3. This warranty does not cover damage from ordinary wear and tear, including paint finish changes and/or discoloration resulting from aging or exposure to light.*
- 4. Power components are defined as any power unit with electrical outlets and/or USB/data connections, connector jumper cables for daisy chain and infeeds for hardwire applications.*
- 5. Warranty limited to finishes, tacking surface of tack boards and writing surface of whiteboards. Standard textiles limited to original manufacturer's warranty.*

FREIGHT WARRANTY

At SitOnIt Seating™, we take pride in crafting one-of-a-kind pieces. Products are thoughtfully inspected prior to being carefully wrapped and packed for shipment. Upon receiving your order, should your order be less than perfect, please follow these steps for an expedited resolution:

IF DAMAGE IS VISIBLE:

1. Please accept shipment and report damages on the freight bill.
2. Contact SitOnIt Seating Customer Experience to report the issue **within 10 days after delivery.**

IF DAMAGE IS CONCEALED:

1. Save merchandise and packaging.
2. Take a photo to document the damage.
3. Contact SitOnIt Seating Customer Experience **within 60 days after delivery.**

Either way, we are here to help! SitOnIt Seating Customer Experience Team is on standby to assist Monday through Friday, 5:00 a.m. to 5:00 p.m. PST. Call 888-274-8664 or email sitonit@exemplis.com

WARRANTY

THE COMPANY DOES NOT WARRANTY

- COM/COL textiles
- Product abuse or misuse
- Failure resulting from normal wear and tear
- User modification of or attachments to the product
- Products or parts not used, maintained or installed in accordance with the Company's installation, maintenance and/or applicable guidelines
- Products that are exposed to extreme environmental conditions and/or have been subject to improper storage
- Floor samples or display models
- Products purchased "as is" and/or secondhand
- Products sold by unauthorized dealers
- Creasing and/or gathering of textiles during upholstery application process
- Minor irregularities of color, surface, grain and texture
- Minor variations of color in textiles
- Variations of texture and natural markings such as neck wrinkles, scratches, backbone marks and stretch marks in leather
- Color matching of textiles exactly to samples, swatches or prior purchases

APPLICABLE PROVISIONS TO ALL PRODUCTS AND SERVICES

The Company will repair or replace with a comparable product, at its option, without charge to the original purchaser, only defective products or parts found defective during the Warranty Period. If requested by the Company, the original purchaser must return the part or product with freight or other shipping charges prepaid.

This warranty shall be effective for the applicable time period beginning from date of purchase as shown on original purchaser's original receipt or other proof of purchase.

For products purchased on or after August 1, 2012, the Company shall pay for all labor costs pre-approved by the Company. The payment of such pre-approved labor costs will be in the form of a credit to an active Company account.

There are no other warranties, expressed or implied, other than those specifically described, including, without limitations, any implied warranty or merchantability or of fitness for a particular purpose. The Company will not be responsible for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Warranty claims must be reported within 60 days of any concealed damage. The Company will advise you of the procedure to follow when making warranty claims. Call the Company at the number below to explain the defect. Give your name, address and telephone number. Please be prepared with the model number and sales order number found under the seat of the chair.

SitOnIt Seating: (888) 274-8664

Warranty

New Tangram Studio, L.L.C. ("Studio Other") warrants that Studio Other brand commercial products and workstations are free from defects in materials or workmanship for the period identified below except for the limitations and exclusions listed below. Studio Other will repair or replace with comparable product, at its option and free of charge, any Studio Other product, part, or component manufactured after the "date of installation", which fails under normal use as a result of such defect. The warranty is valid only to the initial purchaser only while they own the merchandise and only if the merchandise is continuously installed within an interior climate-controlled office environment.

12 Year Warranty

Powder coated steel components in texture finish. Quartz surfaces Ceasarstone, Silestone, or Cambria on plywood substrate. Worksurfaces in HPL standard Formica, Wilsonart, or Pionite (no gloss sheen, no soft touch) 90 degree 2mm or 3mm edges or exposed clear coated multiply edges. 8 Trac or 4 Trac Modular Electrical System.

5 Year Warranty

Height Adjustable Electric sit stand bases.

3 Year Warranty

Fabric tack boards or upholstered cushions. Leathers used on vertical panels or upholstered cushions. Rigid PET Felt used on vertical acoustic tack panels. Forbo linoleum desk surfaces or Forbo Bulletin board vertical panels. Any high wear sliding door or screen, any pivoting mechanical part or hardware: hinges, locks, bushings, bearings, springs, drawer slides, casters, magnets, glides. Leather or Velcro straps.

1 Year Warranty

Polycarbonate, Acrylic/Plexiglass screens & panels. Electrical USB charger ports or Electrical devices on plug cords. Wood veneer, Solid wood: plank or butcher block laminated, virgin or reclaimed wood. Reverse knife or Tapered top edges with clear exposed substrate. Painted MDF. Specialty Laminates: Soft-touch (Infiniti, Traceless, Fenix, etc), Gloss laminates, Core-Core or equal non-phenolic backed laminates, Chemetal or equal. Any laminate "self-edge". White dry-erase marker boards in gloss powder coat or gloss HPL. Horizontal Leather inset blotters. Natural stone. Glass. RTF – Rigid Thermal Foil. Electronic locks.

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, FAILURE OR LOSS RESULTING FROM:

- Normal wear and tear.
- Failure to apply, install, reconfigure, or maintain products according to published Studio Other or manufacturer instructions and guidelines.
- Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions according to published Studio Other instructions and guidelines).
- Surface or panel edges being contacted by any hard material including but not limited to: any seating, cleaning equipment, mobile units.
- Height adjustable desk edges colliding with any hard object mistakenly placed underneath the edge or desk being moved from specified offset clearance dimensions.
- Alteration or modification of the product.
- The substitution of any unauthorized non-Studio Other components for use in the place of Studio Other components in an integrated product solution, including but not limited to worksurfaces, leg supports, panels, brackets, shelves, overheads and other integral components.

WARRANTY DOES NOT COVER:

- Damage caused by a carrier.
- Damage caused by other trades moving the furniture or working over, on top of, or adjacent to the furniture installation.
- Defects caused by improper installation.
- Products considered by Studio Other to be consumables: (e.g., batteries, leds/bulbs/lamps).
- Variations occurring in surface materials (e.g., fabric weave distortion/misalignment, colorfastness (except paint), matching grains, textures and colors across dissimilar substrates and lots), and natural aging found in materials such as wood, leather, stone, inherent inconsistencies in raw cold or hot rolled steel. Solid wood plank, butcher block or wood veneer intentional and natural variations that includes, but not limited to: character marks, grain pattern, color and natural color aging.
- Customer's Own Material (COM) are not covered, except as warranted by the original supplier, for material properties including, but not limited to, quality, aging, colorfastness, shade variations, puddling, wrinkling or abrasions.
- StudioOther shall pass along any warranty it receives with respect to other manufacturers' branded products.

Warranty provides exclusive remedies:

- Pursuant to this limited warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Studio Other will (i) repair or, at Studio Other's option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or ii) refund or credit of the purchase price for the affected product, at Studio Other's discretion, if Studio Other determines that repair or replacement is not commercially practicable or cannot be timely made.
- A product "defect" means an inadequacy in the materials or workmanship of the product that (i) existed at the time when you received the product from Studio Other or a Studio Other authorized reseller and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product.
- An "ordinary use" means use of the product (i) in conformance with all applicable local, state or federal laws, codes and regulations (including without limitation building and/or electrical codes) and (ii) in accordance with manufacturer recommendations and/or instructions in the materials and documentation accompanying the product.
- A "Studio Other authorized reseller" means any dealer that (i) is duly authorized by Studio Other to sell the product, (ii) is legally permitted to conduct business in the jurisdiction where the product is sold, and (iii) sells the product new and in its original packaging.
- Replacement parts are covered for 2 years or the balance of the original warranty, whichever is longer.



Labor

Studio Other warrants that all Labor performed by authorized Studio Other installation crew members meet the quality standards and specifications of approved Studio Other shop drawings and installation drawings for a period of one year. We agree to repair or replace, at our discretion, any product deficiency or defect occurring during the one-year period resulting from a Studio Other labor error. Any or all labor by client or by a third party other than an authorized Studio Other crew member is not covered under this warranty.

Seating, Lighting and or Products not Manufactured by Studio Other

Studio Other does include Byrne Electrical items within its warranty all other items below are not covered by Studio Other's warranty. They are covered separately only under their original manufacturer's OEM warranty.

- Products considered consumables (e.g. lamps and ballasts)
- Customer's own (COM) or non-standard textiles and materials
- Variations occurring in surface materials (e.g. colorfastness or matching grains, textures and colors across dissimilar substrates, felt, fabric yardage across different dye lots and spools)
- Other manufacturer's products.
- Any non-Byrne electrical item used within a Studio Other furniture system is covered separately under the OEM warranty
- All UL registration or UL listing numbers are held by the OEM of each electrical product, not by Studio Other.
- Any local municipal code requiring Field UL testing and labeling will be quoted in addition to normal product cost.
- Task lighting – see OEM warranty
- Hardwiring is not included by Studio Other. All hardwiring of modular furniture electrical system in-feeds is the responsibility of the client contracted licensed electrician.
- Occupancy sensors for building furniture circuits for energy code compliance are not included by Studio Other.

This warranty applies only to products delivered and installed in the United States and Canada.

THIS LIMITED WARRANTY FOR REPAIR OR REPLACEMENT IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TANGRAM SHALL NOT BE LIABLE FOR ANY MONETARY, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

Exclusions and Inherent Characteristics: Refer to *Studio Other - Maintenance and Care Instructions for all items below.*

This warranty does not apply to product defects, damage, failure or loss resulting from the following:

Fabric Wrapped Tack boards and Upholstery

The characteristics of fabric varies greatly from type to type. Although the utmost care is taken when applying fabric to tack board substrates Studio Other cannot be responsible for fabric weave distortion and or any weave misalignment relative to tack board edges. Studio Other cannot be responsible for weave distortion or misalignment of weave relative to sewn seams or edges of stretched fabric partitions. Fabric may stretch, lift off or pucker on cushions, between buttons or snaps, or on tack boards with curved corners. Reverse crossing of dyes from user clothing onto seating products is not warrantied.

Polycarbonate / Acrylic / Plexiglass

Polycarbonate and Acrylic material may turn "yellow" with UV exposure. Both materials can scratch easily. Acrylic can crack and break if impacted by heavy object or pushed on by strong force. Both materials are thin and may bow out of plumb or alignment to one another in ganged applications.

Soft Touch – Super Matte Laminates (Formica Infiniti, Traceless, Fenix or equal)

Soft touch, super-matte finish laminates are known to have minor factory imperfections such as: small scratches, dimples, bumps, and color variations from sheet to sheet. Color may vary relative to standard HPL of same color #. Soft touch will show wear and tear use blemishes, scratches and chips on edges at a faster rate than standard HPL. Soft touch laminate is not recommended for high use, high "traffic" horizontal worksurfaces. Avoid heavy, sharp objects, chopping, slicing, or pounding on soft touch laminate surfaces. Damage from this use is not warrantied. UV exposure can change color.

Clear Coated, Tinted or Translucent Powder Coats:

Clear, Tinted and Translucent powder coats will show tube weld seams, die forming marks, weld, grind and buff artifacts, minor scratches, fingerprints, metal substrate discoloration and or variation. There is no touch up paint available for translucent powder coats. If site damage occurs new replacement component, associated freight and labor will be quoted. Opacity of tint/ translucent finishes will vary in parts and from part to part. Aesthetic appearance of clear coated and translucent powder coat finishes are excluded by warranty.

Un-Finished Metal:

All unfinished hot rolled steel HRS and cold rolled steel CRS components may develop a film of rust (oxidization) overtime. The film of rust will not lessen structural integrity. HRS material has random color variations from dark to shiny and can ship with scratches from the steel yard. Visible welds and heat mark discoloration will be exposed in unfinished steel. Forming marks from fabrication will be visible. Avoid exposure to cleaners, damp rags, water, potted plants, drink glasses, direct ocean salt air, fog or to prolonged open natural air ventilation with humidity as these will accelerate rusting. HRS will naturally absorb oils from contact with hands / fingers.

Solid Wood and Wood Veneer:

Solid wood and veneer are natural materials with unique variations from part to part. Variations in color, grain pattern, density and naturally occurring knots are to be expected from part to part. Wood is susceptible to dimensional movement relative to changes in humidity. Finish color will change relative to age and exposure to light. Grain color can vary widely within same wood species exhibiting light to dark color variations between sap wood and heart wood. Natural veneer parts may not be able to be sourced from same harvest or same tree, therefore color and grain may vary from part to part. Joint separation, cracking, bowing, warping, cupping, edge band delamination due to exposure to humidity, direct UV sunlight, dryness, or heat can occur. Edge chipping or splintering, stains, heat marks, water marks, imprints, marks from pen ink are not warrantied. Exposed plywood edges may have voids in laminations. Solid wood edges have pin nail holes and wood filler.

White Marker Boards – Gloss Powder Coated Steel & Gloss Laminate Finish:

Must follow *Studio Other Maintenance and Care Instructions*. Studio Other does not warranty against 'ghosting' after one year. If recommended cleaning procedures are followed and quality brand of white marker board pens are used as noted then life span may exceed one year.

Glass: Clear glass has a green edge tint. The larger the panel of glass the darker the edge tint will be with both low iron and clear glass. Glass is fabricated to the following ASTM standards: ASTM C1036, ASTM C1048-04, ASTM C1172, ANSI Z97.1-2004,

16CFR 1201. Back painted glass color may vary from panel to panel. Glass can scratch, chip or break if impacted by hard, sharp objects.

Natural stone: Can develop cracks and can stain easily.

Smooth or Gloss Powder Coated Metal or Smooth Gloss Laminate Finish:

Smooth and or gloss powder coat finish parts will show normal manufacturing artifacts such as forming, welding, sanding, and normal sheet metal pan deformation. Gloss finishes will show fingerprints and require more frequent and specialized care during cleaning. Scratches from normal wear and tear may become noticeable at a faster rate than textured finishes.

Formica Color Core or equal: Used as edge banding can delaminate over time due to lack of phenolic backer.

Off-Gassing:

Studio Other uses only (CARB) compliant veneer core hardwood plywood, particle board and MDF and other low VOC materials / finishes. However, Studio Other does not warranty our products or our installed furniture against odor from off-gassing materials. Studio Other recommends that the client work with their architect and HVAC vendor to ensure that an HVAC system with the best possible air exchange rate is installed to ensure indoor air quality.

Care Guide and Maintenance Instructions

Failure to use, follow or maintain products according to the following Studio Other guidelines will void the warranty.

Environment

Studio Other products must be installed and continuously maintained within an interior climate-controlled office environment with no exposure to UV light.

Solid wood, wood veneer, raw hot or cold rolled steel, and textile / leather products require the interior environment to be maintained at a consistent relative humidity (RH) level between 40 - 45% RH at a temperature range of 69 F to 72 F. Wood or veneer will expand and contract if exposed to seasonal humidity exceeding this range causing warping, bowing, cracking, delaminating or other related failure. Raw hot or cold rolled steel will rust if exposed to non-climate controlled high humidity levels from open windows or salt air breeze from nearby oceans. High humidity can cause textile / leather issues including, but not limited to, adhesives failing prematurely, delaminating, wrinkling, sagging, puddling, mold, odor.

Exposure to UV light will cause issues including, but not limited to solid wood and wood veneer cracking, warping, bowing, delamination of veneer, delamination of hpl, pvc, veneer or solid wood edge banding, delamination of inset blotters, aging or change of color in wood, leather, natural stone, quartz, metal component expansion, bowing. Objects left on aforementioned natural surfaces in UV light exposure will mask the natural aging causing a permanent coloration change in the material under the footprint of the item.

Products must be installed no closer than 4 feet from heating radiators to avoid damage by excessive heat and dryness. Failure to maintain this clearance distance may cause issues including, but not limited to cracking, bowing, delamination of veneer or of edge banding, delamination of inset tack boards or blotters, metal component expansion, bowing, misalignment.

Powder Coated Metal, RTF & Laminate Surface Care

Wash powder coated metal or high pressure laminate surfaces with a soft cotton cloth soaked in a mild cleaner mixed in warm water. Simple Green is a recommended brand of mild cleaner.

Never use powdered abrasives or other harsh cleaners like bleach, hydrogen peroxide, acids, solvent or alcohol-based chemicals, or glass cleaners with ammonia. Do not use abrasive pads. They may deface and permanently damage the finish.

Rigid PET Felt (Zintra/Autex) Acoustic Panel Care

Remove spills immediately using damp, clean cloth.

Wash Zintra surface with a soft cotton cloth soaked in a mild cleaner mixed in warm water. Simple Green is a recommended brand of mild cleaner. If stain does not come out then use a carpet shampoo such as ZEP mixed in warm water for a deeper clean.

Never use powdered abrasives or other harsh cleaners like bleach, hydrogen peroxide, acids, solvent or alcohol-based chemicals, or glass cleaners with ammonia. They may deface and permanently damage the finish. Do not use abrasive pads.

Polycarbonate / Acrylic / Plexiglass Cleaning & Care

STEP 1

Begin by removing excess dust or dirt from the surface of the polycarbonate or plexiglass using air to clear particles off the surface. Do not use a usual duster, a brush or dry cloth. Do not make direct contact. Making direct, dry contact with surface particles using your hand or a cloth can actually grind them into the material itself.

Use a bottled compressed air can such as one commonly used for dusting off electronics. Hold at a 45-degree angle several inches away from the plexiglass and run side-to-side down the surface.

STEP 2

Once excess dust has been removed, spray a nonabrasive acrylic cleaner, such as **Brilliance** or **Novus No. 1** (both available on Amazon) onto a one- or two-foot-square section of polycarbonate or plexiglass. (For an on-hand alternative, a solution of mild dish soap and water works well too.) Once the cleaner has been applied, use a soft, lint-free microfiber cloth to gently wipe the surface down, again being careful to make contact only with the portion of the surface that already has cleaner on it. Continue applying the cleaner and wiping it off in small sections until you've finished the entire surface.

Caution

Be careful to avoid abrasive pads, brushes and direct dry contact. Avoid ammonia-based cleaning products, like Windex, avoid bleach, and avoid other 'all-purpose' home cleaners, because they contain harmful chemicals that will actually damage the surface leaving it cloudy looking.

Please follow these steps each and every time you clean your plexiglass to avoid damage and achieve the best longevity of the surface.

Veneer and Solid Wood Care

These instructions apply to all solid wood, natural veneer and reconstituted wood veneer products both clear coat finish or stained and clear finished.

Normal Cleaning

Dust furniture with slightly damp soft lint-free cloth in the direction of the wood grain.

Wipe dry with a dry soft cloth in the direction of the wood grain.

Once a Month

Clean the surface with a soft lint free cloth dampened with a quality cleaner formulated for wood furniture mixed with warm water. Murphy Original Formula Oil Soap is recommended.

Wipe the surface in the direction of the wood grain to remove dirt and fingerprints.

Wipe dry with a clean soft dry lint free cloth.

Do not use aerosol-powered cleaners or polishes. Do not use polishes containing silicone, waxes or abrasives, or polishes that are oil based.

Never use powdered abrasives or other harsh cleaners like bleach, hydrogen peroxide, acids, solvent or alcohol-based chemicals, or glass cleaners with ammonia. Do not use abrasive pads. They may deface and permanently damage the finish.

Veneer and Solid Wood DO'S and DON'TS

1. Regular gentle dusting will help maintain the surfaces of the furniture. Always use a non-abrasive, lint-free cloth and move the cloth in the direction of the wood grain.
2. Wood and veneer is susceptible to scratches due to contact with coarse particles (e.g. sand, sugar, etc). Before cleaning and/or polishing with a cloth, remove dust from the surface of the wood using lint free cloth moving in direction of wood grain.
3. When cleaning move the cloth in the direction of the wood grain.
4. Wood and veneer products need to be maintained in a consistent relative humidity and air-conditioned interior. See Environment section of this document.
5. Over time, air, sunlight and artificial light will change the color of solid wood or veneer. Wood will naturally darken when exposed to light. If a surface is kept in partial light the portion exposed to light will darken creating a pronounced variation in the wood color next to the rest of the surface that was covered from light. Please be aware, surfaces in light which contain objects or partial coverings on the surface (e.g keyboards, mouse pads, equipment, etc) will cause the wood under these objects to be lighter. The light spot will take time to blend back to the surrounding area color and may not become as dark. Periodically rotate the items placed on your wood furniture to allow a more uniform color to develop.
6. Avoid UV sunlight exposure to veneer and solid wood surfaces. If near windows use blinds to block direct sunlight. Exposure to sunlight can cause wood and veneer surface cracks, warped panels or delaminated veneer or edge banding.
7. Do not place wood furniture, near sunlight, heating radiators, air conditioning vents, humidifiers or fireplaces as the effects of more extreme localized temperature, moisture, dryness may warp, dry, crack or delaminate the veneer or solid wood.
8. Avoid prolonged exposure to spills of water, beverages, liquids, alcohol on wood or veneer surfaces. Wipe up all spills immediately and dry with a soft lint free cloth in direction of the grain. Water or any moisture must not be allowed to settle on the surface as this may result in the veneer splitting or lifting from the substrate material or the lacquered surface coating becoming discolored.
9. Do not place hot items or liquid filled cups, bottles, potted plants or food service dishes on wood or veneer surfaces. Always use trivets or coasters with soft material between above items and wood surfaces. If trivets or coasters are not used wood finish can become discolored or damaged.
10. Avoid dragging sharp or rough objects across the surface of your wood furniture. Use adhesive felt pads under objects, soft bottom trivets, coasters and placemats to help prevent scratches.
11. Avoid applying tape or sticker labels and or any other adhesive on to veneer or solid wood finish surface. Wood finish may become permanently damaged in localized area after removal.
12. Avoid substances such as alcohol, lemon or vinegar on wood or veneer surfaces - prolonged contact may permanently and visibly damage the surface (local discoloring).
13. Avoid solvent or alcohol-based chemicals, avoid bleach, hydrogen peroxide, ammonia, petrol, abrasive powdered cleaners or strong cosmetics and toiletries (hair dyes, nail polish removers, etc.) or permanent markers. These chemicals will damage wood or veneer finish.
14. Be extra cautious when using hard or sharp objects around wood or veneer surfaces, as they may leave scratches, chips or dents in the wood material (e.g. sharp edges of decorative items, hand writing, equipment, etc.).
15. Never apply heat (e.g. hair drier, hot glue gun or space heater) to the wood surface this will damage the finish.
16. Never use products like (Pledge) silicone, oil based, aerosol- powered or wax polishes as these may leave surface residue and can break down and damage the lacquer finish over time.
17. Care must be taken to avoid moisture ingress into the edges of wood surfaces.
18. Never allow any hard object to come in contact with surface or panel edges including, but not limited to seating, armrests, mobile carts, mobile peds or cleaning equipment. Any contact may cause damage.
19. Never allow a height adjustable desk to be moved out of specified clearance offset dimension from adjacent panels, storage units, walls, or other tables.
20. Never allow seating or mobile units that are higher than the lowest clearance dimension of the height adjustable desk to be rolled underneath the height adjustable desk. This will result in damage to the edges, denting or scratching to both the desk, and whatever object was mistakenly placed underneath.

White Marker Board Care

Expo brand dry erase markers should be used in lieu of other brand markers that are far more difficult to “erase”. Use only clean or new Expo brand dry erasers. The condition of your eraser surface makes a difference in ease of removal. Worn and dirty erasers actually smear the ink and make it more difficult to remove. White board surfaces require weekly cleaning maintenance. First erase your board with a clean Expo Eraser. Next use Expo Whiteboard Care liquid spray cleaner and Expo Microfiber Cloth or Expo Whiteboard Care Cleaning Wipes. Never use cleaners other than Expo Whiteboard Care or equal white board cleaner. Never use any abrasive pads.

Hot Rolled Steel or Raw Steel Care

Hot rolled steel (HRS) is an un-finished porous material. HRS is naturally susceptible to rusting (oxidation).

Avoid cleaning any HRS with soapy water, damp rags or other household cleaners as these will accelerate rusting. Avoid exposing HRS products to water, potted plants, drink glasses, direct ocean salt air, fog or to prolonged open natural air ventilation with humidity. HRS will naturally absorb oils from contact with hands / fingers.

In normal air-conditioned office environments apply ‘Sprayway’ brand oil based stainless steel cleaner or equivalent to all HRS surfaces every 2-3 months. Repeat application on a routine basis as required. Apply oil based stainless steel cleaner to all HRS surfaces. Spray on oil cleaner to all surfaces (using care not to overspray on to other adjacent materials). Wipe oil into all HRS surfaces with a clean dry cotton rag. The oil will soak into the pores of the steel adding protection. Then wipe off excess oil with a clean dry cotton rag.

If HRS is exposed to direct ocean salt air, fog or to prolonged open natural air ventilation the oil-based cleaner should be applied on a more frequent basis to be determined by client.

Quartz Surface Care

Never use chemicals such as, oven grill cleaners, bleach, ammonia, glass cleaners, hydrogen peroxide, acids, acetone, solvent or alcohol-based chemicals, strippers, tarnish removers, furniture cleaners, drain products, dishwasher detergent, etc Do not use abrasive pads. They may deface and permanently damage the finish.

Due to Quartz surface high density and non-porous qualities, normal cleaning with a damp cloth and mild detergent is all you need to keep your Quartz surface looking great. Thoroughly rinse off the soap/mild detergent with hot water after use and dry with soft cloth or paper towel. To avoid dulling the surface shine, make sure to use a non-abrasive cleaner, and thoroughly rinse off with water after use. Those wishing to use environmentally safe cleaners may also use a combination of 50/50 vinegar & water, rinsing afterwards

Fabric / Upholstery Care

Avoid using bleach, ammonia or any harsh chemical cleaner. Consult and follow the specific cleaning and care instructions published only by the original fabric manufacturer. Fabric fibers, dyes and weave types vary greatly; therefore, it is very important to follow the original manufacturer instructions for the exact fabric used in your project. It is recommended that you hire a professional commercial furniture upholstery cleaning service to properly clean and maintain fabric elements along with following the specific original fabric manufacturer’s guidelines for cleaning and care.

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Phone Numbers

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SitOnIt Seating

(714) 995-4855

Fax Orders



Email

warranty@exemplis.com (mailto:mailto:warranty@exemplis.com)

SitOnIt Seating Limited Warranty

Note: The following warranty terms do not apply to SitOnItSeating Home Edition products.

Exemplis LLC and SitOnIt Seating (hereafter referred to as the Company), warrants to the original end user that this product will be free from defects in its material and workmanship when used in a single shift (standard 8-hour day, 5 days per week) for the following warranty periods

+ Lifetime Warranty Coverage

- 12-Year Warranty Coverage

Seating: Amplify, Torsa, Wit and Novo used in multi-shift (24/7) applications.

Lounge seating and occasional/ lounge tables.

Benching, Tables and Height Adjustable Tables: Ocala bases and Tensor bases.

Monitor Arms: King Cobra Series, Mobio Series and Unity Series.

Laminate tabletops

+ 10-Year Warranty Coverage

+ 7-Year Warranty Coverage

+ 5-Year Warranty Coverage

+ 2-Year Warranty Coverage

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