

## Sunon Warranty | North America

Sunon warrants each product is free from defects in materials and workmanship during the warranty period. This warranty applies to Sunon Products delivered in the United States and Canada. This warranty is given to the original Purchaser and is non-transferable. The warranty runs from the date of purchase and is valid during the warranty period. Photos and a written notice of the defect must be sent to Sunon within the applicable warranty period.

- For warranty claims discovered at or before installation where Sunon is found to be at fault: Sunon will be responsible upon request for part or all of the fee to send installers back out to the site.
- For warranty claims post-installation: We will send a replacement unit

If repair or replacement is not practicable, Sunon will provide a refund or credit for the affected product.

### Normal Usage

For desks, tables, storage and panel systems and benching, normal usage is limited to 40 hours per week under indoor commercial environment.

For seating, normal usage is limited to 40 hours per week by individuals weighing up to 300 lbs. under indoor commercial environment.

### Applicable Warranty Period

- Wood veneer products: 10 years
- Laminate products: 10 years
- Steel pedestal and steel storage: 10 years
- Height-adjustable base: 10 years (electrical motor is warranted for 7 years)

### Seating:

- Mechanisms, pneumatic cylinders, bases, glides, frames, casters, arms: 10 years
- Foam, textiles, mesh, genuine leather are warranted: 5 years
- Faux leather: 2 years
- Plastic chairs such as Plis and Magna: 5 years

Warranty does not apply to products defects, damage, failure or loss resulting from:

1. Normal wear and tear.
2. Failure to apply, install or maintain products according to published Sunon instructions and guidelines.
3. Abuse, misuse, shipping damage or accident, or if product is used in unsuitable environments or conditions.
4. Alteration or modification of the product.
5. Customer's own materials (COM).
6. This warranty is not valid if the product is used as rental furniture.

Warranty does not cover:

1. Variations occurring in surface materials (e.g., color-fastness, matching grains, textures and colors across dissimilar substrates and lots) and natural aging found in materials such as wood and leather. Veneer intentional and natural variations include but are not limited to: character marks, grain pattern, color and natural color aging.
2. Products manufactured utilizing a non-standard product process or material at customers' request.

