LIFETIME WARRANTY

Revision Date 01.05.26

Kimball International Brands (Kimball, National, Etc., Interwoven, and David Edward) warrants that its products are free from defects in materials and workmanship given normal use and care for as long as the original customer owns and uses the product subject to the conditions below.

This warranty is valid only if the product is given proper care and maintenance. Normal use is defined as the equivalent of a single shift, forty-hour work week. Products used in a multi-shift have a 12-year warranty unless noted with exceptions. Certain products are warranted for three-shift 24/7 service as shown in the applicable price list at the time of order acceptance.

The Company, at its option, will repair or replace any product with a comparable product, part, or component, if the claim is eligible under the conditions of this warranty, however, if a product has been discontinued prior to the Company's receipt of the warranty claim, the Company reserves the right to replace with a comparable product in our current portfolio, as determined by the Company in its sole discretion.

Some products and parts may have limited warranty periods (warranty periods run from original date of purchase), may be excluded from this warranty, or may be subject to different terms, as shown in the following exceptions:

12-Year Warranty
- Height adjustable tables
- Solid surface and EOS^{CU}
- Wood veneers and laminates
- Wood chair frames/legs

10-Year Warranty
- Trendelenburg mechanism
- Central locking caster systems
- Recliner mechanism
- Mechanical parts (such as casters, glides, drawer slides, moving chair arms, pneumatic lifts, door seals)

5-Year Warranty
- All Etc. products except outdoor products
- Electrical/power products
- Inflatable lumbar supports
- Lighting
- Monitor arms
- Keyboard kits
- Sinks/faucets
- Keyless locking
- Covering materials (such as foam, most textiles, 3D laminate, marker-board, decorative trim)

3-Year Warranty
- Wool felt
- Mesh

2-Year Warranty
- Etc. outdoor products
- Etc. Milam seating

1-Year Warranty
- Bean bags and poufs with EPS (Expanded Polystyrene) fill

Exclusions:

This warranty does not apply to:
- Damage caused by a carrier
- Normal wear and tear that is expected during the period of ownership
- The substitution of non-Company components for use in place of Company components
- Appearance, durability, quality, behavior, colorfastness, or any other attribute of C.O.M. (Customer's Own Materials) or any other non-standard material specified by the customer
- Color, grain, or texture of wood, laminate, and other covering materials, including but not limited to, naturally occurring variations and differences in grain character and color between and within wood species, and natural variations in marble and leather, and industry dye-lot variations in fabric color
- Alliance program fabrics
- Fabric, leather, and felt fading and wear, discoloration from contact with liquids, or change in color or texture caused by the application of finishes (flame proofing, stain resistance)
- Products considered to be consumable (bulbs, light ballast, and certain electronic products)
- Non-compliance with installation and maintenance instructions
- Damages or failures resulting from modifications, alterations, misuse, abuse, negligence, or improper care and maintenance of our products

EXCEPT AS EXPRESSLY SET FORTH ABOVE, THERE ARE NO OTHER WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL, PUNITIVE, OR INCIDENTAL DAMAGES UNDER THIS WARRANTY.

Notes:

Kimball International's family of brands includes Kimball, National, Etc., Interwoven, and David Edward. References to the "Company" in this warranty refer to the relevant brand whose product is at issue. Facility managers and users are urged to make periodic inspections to look for signs of structural fatigue, damage, and potential failure that may occur as a result of daily handling and use. Inspections should include the structural joints, corner blocks, screws or fasteners, welds, and any other points of stress. If any problems are found, the product should be taken out of service and Customer Service should be contacted promptly at 800.482.1717.

This warranty is made to the original customer for as long as the original customer owns and uses the product. This warranty is only valid if the products are given normal and proper use, as well as installed, used, and maintained in accordance with the Company's installation and/or application guidelines and installed by an authorized dealer or agent. The Company assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration, or negligent use of our products.

Wood Finish Color Matching
Each piece of natural wood offers unique texture and grain. Minor variations in finish color and value may occur due to the natural characteristics of wood. The Company carefully selects all materials used in every product ensuring a commercially acceptable color and finish. Factors such as aging and exposure to light alter finishes.

Fabric Color Matching
The Company will always ship a satisfactory commercial match on fabric. Because of industry dye-lot variation, colors may not match exactly.

Process for Warranty Issues:

① Contact Customer Service (800.482.1717) and provide them with the serial number from the product in question and the purchase order number or acknowledgement number and a detailed description of the warranty issue. Serial numbers are mandatory before the claim can be processed.

② Customer Service will determine and pre-approve all resolutions to the claim such as replacement units, service parts, labor, and repair charges. Upon approval, resolutions will be assigned an authorization number.

③ The authorization number must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of the Company.