

Seating Service Worksheet

Please complete this form, provide photos to further visually explain the situation and email them to your NBS contact for resolution.

Area of Repair: (see diagram below)

- A** – Arms
- B** – Back Lock Adjustment
- C** – Casters
- D** – Pneumatic Height Adjustment
- E** – Levers & Controls
- F** – Other

How many chairs need repair? _____

Describe the problem.

Have you provided a photo?

- Yes No

Chair Identification:

To help us identify your chair, please look for the manufacturer's label on the underside of the chair's seat.

Model: (ex: 46216179CS) _____

Finishes: (ex: 6205 5999) _____

Order: (ex: 4159260) _____

Line: (ex: 000370) _____

Ship Date: (ex: 20110615) _____

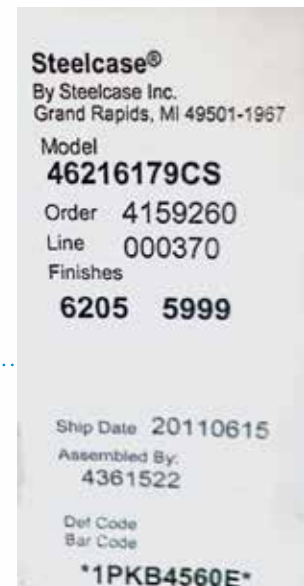
Contact / Location Info:

Name: _____

Address: _____

Email: _____

Phone: _____



YOU CAN DEPEND ON US.

Our products. Our services. Our people.

Steelcase Inc. (“Steelcase”) warrants that Steelcase®, Turnstone®, Nurture®, and Details® brand products are free from defects in materials and workmanship for the life of the product, except as set forth below. This warranty is valid from the date of shipment, regardless of shift usage, and covers the original purchaser for products delivered in the Americas: United States, Canada, Mexico, Latin America and the Caribbean.

EXCEPTIONS

TO THE LIFETIME WARRANTY:

SYSTEMS AND STORAGE SOLUTIONS

12 years

Modular Power, Post and Beam textile In-fills, casters and glides, lighting fixtures

5 years

Architectural doors, office systems doors, Nurture® overbed tables and height adjustable mechanisms, and articulating and adjustable arms, lighting power supplies, ballasts and LED lighting components

SEATING

12 years

Mechanisms, pneumatic cylinders, arm caps, foam, casters and glides, Max-Stacker®, Max-Stacker® II, Domino, wood frame side chairs, tablet arms, Nurture recliner components and optional accessories other than internal structure

5 years

Nurture recliner, sleeper and central locking and trendelenburg mechanisms and associated levers and pedals, Nurture heat and massage units

EDUCATION SOLUTIONS

12 years

Node™ personal worksurface, Verb™ teaching station lectern and plastic components

INTERACTIVE AND ACOUSTIC SOLUTIONS

12 years

eno® trim and brackets

5 years

eno mounts, eno play, InfoLink™ 5, Freeflow™ components, Qt PRO™ cables, emitters and other components

3 years

eno technology components, fuse™, and education technology products; media:scape® technology components, RoomWizard™, Acoustical Canopies and Shapes, Qt PRO and Confidante® sound masking control modules

BOARDS AND EASELS

5 years

Premium and Contractor Series Tackboards

3 years

Huddleboard™, Answer® markerboard surfaces

DETAILS®

12 years

Keyboard mechanisms, flat panel monitor arms, personal task lighting fixtures

5 years

Height AdjustTable mechanisms, lighting power supplies, ballasts and LED lighting components, urethane edge treatments

3 years

Executive office tools, palm rests, Power Pincher®, lighting magnetic ballasts, Walkstation treadmill parts and wear items (1 year service and labor)

SURFACES

12 years

Laminate, wood veneer and solid surface, RTF Nurture casegoods, all standard vertical surface textiles (except Cogent™, Geode and Sprite) and the following seating textiles: Buzz2, Chainmail; Cogent: Connect, Trails, and Traxx; Cricket, Crosswalk, Hampstead, Playground, Regis2, Stand In, Seating vinyl, Connect 3D, 3D Knit, Jersey® Mesh, Reply® Mesh, Elmorustical and Elmosoft Leather, Steelcase Leather

5 years

Bo Peep, Brisa, Cogent: Geode Seating, Geode Vertical, and Tides; CuraNet™, Jacks, Link, Nitelights, Spyder, Turnstone Collection by DesignTex, Zoe2, glass surfaces, paint colorfastness, Nurture wood finish

3 years

Vinyl wrapped surfaces and acrylic

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

- Normal wear and tear
- Failure to apply, install or maintain products according to published Steelcase instructions and guidelines.
- Abuse, misuse, or accident
- Alteration or modification of the product
- The substitution of any unauthorized non-Steelcase components for use in the place of Steelcase components in an integrated product solution; such substitute components include but are not limited to worksurfaces, leg supports, panels, brackets, shelves, overhead bins and other integral components.

WARRANTY DOES NOT COVER:

- Replacement parts are covered for 1 year or the balance of the original warranty, whichever is longer.
- Products considered consumables (e.g., lamps) Huddleboard Ledge Grabbers, Markerboard Grips and Flip Chart Pegs.
- Variations occurring in surface materials (e.g., matching grains, textures and colors across dissimilar substrates and lots).
- Select and Custom Surfaces and materials are only warranted for their application on the specified product. These materials are not covered, except as warranted by the original supplier, for quality, colorfastness, shade variations or abrasion.
- Steelcase textiles purchased through the cut yardage program are only warranted for defects in manufacturing of the material.
- Coalesse® has an independent warranty.

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, Steelcase will (i) repair or, at Steelcase's option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or (ii) refund the purchase price for the affected product if 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 Steelcase or a Steelcase 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 "Steelcase Authorized Reseller" means any dealer that (i) is legally permitted to conduct business in the jurisdiction where the product is sold, (ii) is duly authorized by Steelcase to sell the product, and (iii) sells the product new and in its original packaging.

THIS LIMITED WARRANTY 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. STEELCASE SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES.

Warranty is non-transferable and valid only for the original purchaser.



Call 888.783.3522 or visit steelcase.com.