

WARRANTIES

ALL-NEW SYSTEMS

Open Plan Systems (OPS) at 4700 Deepwater Terminal Road, Richmond, VA 23234 warrants the products to be free of defects in materials and workmanship for as long as the original purchaser owns the product. This warranty extends from the date of installation and is based on normal usage of the product. This warranty does not apply to possible damage or misuse of the product and does not cover normal wear and tear such as laminate chipping or the soiling / fading of fabrics. The Limited Lifetime Warranty applies to all Open Plan Systems' products with the exception of those high wear components noted below.

| | | | |
|---|------------------|--|----------------|
| OPS Furniture Systems | Limited Lifetime | Electrical Components | Five (5) Years |
| Fabric (Furniture Systems) | Five (5) Years | Drawer/drawer glides, casters, and adjustable work surface mechanisms ... | One (1) Year |

Upon being notified of potential warranty defect, Open Plan Systems will either repair or replace the item as originally specified. Damage caused by freight carrier is not covered under this policy. This warranty does not apply to consumable products such as light bulbs or surge protection products. Product alterations or modifications not explicitly approved by Open Plan Systems do not qualify for this warranty. Also, this warranty does not cover the installation, relocation or reconfiguration of product other than by Open Plan Systems authorized personnel.

Open Plan Systems shall not be liable for incidental or consequential damages arising out of a claim of defective product. This warranty is in lieu of all other expressed or implied warranties and constitutes the sole exclusive liability of Open Plan Systems.

ELEVATION SERIES SEATING

Open Plan Systems offers a lifetime warranty for the Elevation Series seating which covers all chair components including pneumatic cylinders, bases, glides, plastic seats, backs and other structural components. The warranty applies to single shift, standard commercial usage, defined as a standard eight (8) hour, forty (40) hour week for users weighing up to 300 pounds.

Exceptions to the warranty for Elevation Series seating are as follows:

- Foam, textiles and mesh material are warranted for five (5) years
- Control mechanisms and casters are warranted for twelve (12) years

VALUE SERIES SEATING

Open Plan Systems offers Value Series seating that is warranted for ten (10) years for the original purchaser. The warranty covers all components (frames, glides and arms). The foam / textiles are warranted for five (5) years. The warranty for this Value Series applies to single shift, standard commercial usage, defined as a standard eight (8) hour, forty (40) hour week for users weighing up to 250 pounds.

SEATING WARRANTY SUMMARY

Open Plan Systems warrants that this product will be free from defects in its material and workmanship for as long as the original purchaser owns the product. The company will repair or replace, at its option, without charge to the original purchaser only, defective products or parts from normal use.

| Seating Type | Components Warranty for Original Purchaser | Use Time for Warranty Coverage | Exceptions |
|------------------|--|--------------------------------|--|
| Elevation Series | Lifetime | 8 hours/ 5 Days Per Week | Foam / Textiles / Mesh - 5 Years Control Mechanisms, Casters - 12 Years |
| Value Series | 10 Years | 8 hours/ 5 Days Per Week | Foam / Textiles - 5 Years |

For any product category, Open Plan Systems' warranty does not cover the cost of transportation or labor. Repair or replacement will be at the discretion of Open Plan Systems.

WARRANTIES

POWERED ADJUSTABLE HEIGHT TABLES

Open Plan Systems warrants the Powered Adjustable Height Tables to be free of defects in materials and workmanship for as long as the original purchaser owns the product. This warranty extends from the date of sale to the dealer and is based on normal usage of the product. This warranty does not apply to possible damage or misuse of the product.

Frame Lifetime **Motors and Parts** Seven (7) Years

Open Plan Systems will repair or replace, at its option, without charge to the original purchaser only, products or parts defective from normal use. Pre-approved labor and service costs are covered under this warranty.

TERMS

This warranty shall be effective for the applicable time period starting from date of purchase as shown on your original receipt or other proof of purchase.

REMEDIES

This warranty is your sole remedy for product defects and excludes defects due to or arising in connection with product abuse or misuse, user modification of, or attachments to the product, including application of your own materials and products or parts not used, maintained or installed in accordance with the company's installation, maintenance and/or applicable guidelines.

1. In the event of controller reset errors the end user will be responsible for following the reset instructions as provided by the manufactures instructions.
2. If required OPS will send out a replacement controller and display along with instructions directly to the end user to replace on the table. The defective unit will need to be returned via the Return Authorization and OPS will have the packaged picked up.
3. In the event the issue is not resolved by steps one or two OPS will send out a replacement table to the dealer or end user, the unit will need to be replaced, repackaged in the carton provided and the defective unit returned to OPS using the Return Authorization. OPS will have the packaged picked up and inspected at OPS. OPS will credit the dealer labor, at our published rates, for table exchanges only. Up to one hour of travel for each instance, regardless the number of tables and 1 hour to exchange the table.

Return Authorizations must be received by OPS within 30 days from the date the exchanged parts or table shipped or the parts / table will be invoiced to the dealer.

DEFINITIONS

Normal use consists of a standard 8-hour shift in a 5-day workweek.

LIMITATIONS

There are no other warranties, expressed or implied, other than those specifically described, including without limitation any implied warranty or merchantability or of fitness for a particular purpose. We 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.

If your product fails during normal use within the applicable warranty period, please contact Customer Service, with a description of the relevant part, together with proof of purchase of the product.