



Terms and Conditions of Warranty.

Total Confidence with our 7 Year Warranty

Have total peace of mind when relaxing in a Seating Matters chair as each one has passed the world's most stringent standards for strength, durability and safety. That's why we can uphold an industry leading 7 year manufacturer's warranty with total confidence.

All Seating Matters chairs hold an industry leading 7 year frame warranty and a 1 year upholstery warranty from the date of manufacture, where reasonable care has been exercised. Please contact your distributor if you have any issues relating to your warranty.

1.0 Terms and Conditions

- 1.1 Please note that any warranty services or questions must be accompanied by the chair serial number which is located on the chair frame. The chair serial number serves as your warranty number and must be retained. Seating Matters will offer no warranty service without this number.
- 1.2 Seating Matters warrants the steel frame of this product against defects in materials or workmanship for 7 years from date of manufacture. Seating Matters warrants the upholstery (where reasonable care has been exercised) for 1 year from date of manufacture. During this period, Seating Matters will repair or replace defective parts with new parts, without charge to you. To find out what is covered under warranty please see table on page 5.
- 1.3 Carriage costs incurred from returns for under-warranty parts will be paid by Seating Matters. All carriage costs both to and from Seating Matters after the warranty period must be paid by the customer.
- 1.4 Any after-market additions or modifications will not be warranted. The owner is responsible for the payment, at current rates, for any service or repair outside the scope of the warranty.
- 1.5 Seating Matters makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this product other than as set forth below. Seating Matters makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.
- 1.6 Except as provided below, Seating Matters is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the product. Under no circumstances shall Seating Matters be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product.

- 1.7 The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorised to make any modification, extension or addition to this warranty.

2.0 Warranty Conditions

The above warranty is subject to the following conditions.

- 2.1 This warranty extends only to products distributed and/or sold by Seating Matters.
- 2.2 This warranty covers only normal use* of the product (*see footnote). Seating Matters shall not be liable under this warranty if any damage or defect results from
- (i) Misuse, abuse, neglect, improper shipping or installation;
 - (ii) Disasters such as fire, flood, lightning or improper electric current; or
 - (iii) Service or alteration by anyone other than an authorised Seating Matters technician;
 - (iv) damages incurred through irresponsible use.
- 2.3 You must retain your bill of sale or other proof of purchase to receive warranty service.
- 2.4 No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfilment of this warranty.
- 2.5 Any attempt by the customer to repair or dismantle the chair will invalidate the warranty.

3.0 Return of Non-Defective Products

- 3.1 Non-defective products cannot be returned as all Seating Matters products are bespoke and tailor-made to each individual order. Please see point 9 in our Terms and Conditions of Sale.

4.0 Procedures for Obtaining Warranty Service

- 4.1 If repairs are required, the customer must obtain the chair serial number and provide proof of purchase to their distributor or agent. Any shipping costs after warranty period (starting from the original date of manufacture) on any item returned for repair is the customers' responsibility. All returned parts must have the chair serial number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase.
- 4.2 Should you have any problems with your product, please follow these procedures to obtain the service:
- Find the chair serial number and order number from the transaction through which the warranted product was originally purchased and contact your distributor or Seating Matters Customer Service at +44(0)28 777 66624.
 - If the product needs repaired, please follow the instructions given by your

- distributor or Seating Matters Customer Service staff to ship your product. Seating Matters will not accept any shipments without a chair serial number.
- Pack the product in its original box or a well-protected box or contact your local Seating Matters seating specialist to collect the part. Post the product with a copy of your bill of sale or other proof of purchase, your name, address, phone number, description of the problem(s), and the chair serial number you have obtained to:

Seating Matters
Warranty Department
131 Carnamuff Road,
Limavady,
Northern Ireland, BT49 9JG

- 4.2.5 Upon receiving the product, Seating Matters will repair or replace the defective part (at Seating Matters' discretion) and will return it within 2 weeks (dependent on availability of parts). Labour costs will be charged at an appropriate hourly rate - please request a quotation before instructing a warranty claim.
- 4.2.6 Seating Matters will pay for shipping to and from the customer within the period of the warranty. Following this period all carriage costs post warranty are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.

5.0 Post Warranty Repair

- 5.1 For post warranty repairs, the customer is responsible for shipping charges both ways. You will be provided with a quotation from your distributor outlining the estimated cost of repair which must be paid in full before work begins.

Customer Service:
info@seatingmatters.com
+44(0)28 777 666 24

6.0 Warranty Exclusions

- 6.1 This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. Seating Matters has the option of voiding the warranty if anyone other than a Seating Matters technician attempts to service the product. Seating Matters will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges. Under no circumstances will Seating Matters be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. Seating Matters will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. Seating Matters makes every effort to make sure all information on our website is correct.

What is covered under Seating Matters 7 year warranty?

Part	Is this covered?
Metal Base Frame	✓
Metal Seat Frame	✓
Metal Back Rest Frame	✓
Armrest brackets	✓
Cracks or tears in metal work	✓
Leg rest linkages	✓
All mounting points for gas struts and electric actuators	✓
All metal fixings and hinges	✓
All welds on chair frame	✓

What is covered under Seating Matters 1 year warranty?

Part	Is this covered?
All upholstery (including stitching and fabric flaws)	✓
All castors (including braking, non-braking and directional lock)	✓
Gas Struts and cables	✓
Electric actuators, control box, handset and charger	✓

Footnote

Normal use;

- Each Seating Matters Product is designed to a high specification for a particular type of use.
- No employee or representative of Seating Matters is authorized to recommend non-approved uses and the customer should not rely on any such recommendations.
- Operations Manuals should be followed under all circumstances to ensure safe use of the product.

Examples of Non-Approved uses;

- Sitting on the arms of a chair
- Sitting or standing on the leg rest or foot plate of a chair
- Hitting the chair against other objects; walls, doors, beds, tables etc.
- Excessive force applied to the moving parts of the chair
- Heavy leaning or pressure on the chair when it is in Tilt-in-Space
- Overloading the chair (please refer to the instruction manual for maximum user weights)