

Warranty

This is our promise

We recognise the need for products that can stand up to continuous use. During the applicable warranty period, Seating, as its sole obligation, will repair or replace (at its option), any defective workmanship which fails under normal use. Any components not manufactured by Seating, will carry the manufacturer's warranty. The guarantee on fabric or leather is held entirely by the respective mill.

10-yr warranty

ZEN: All products in this collection. 10-year warranty on all workmanship and manufactured components, based on a productivity lifetime of 8 hour shifts a day.

7-yr warranty

7-year warranty on all workmanship and manufactured components, based on a productivity lifetime of 8 hour shifts a day for Operator and 3-5 hours a day for Visitor chairs – in the following collections:

TREASURY: all products in this collection, except the Core and Cruize (5yrs)

ANTHOLOGY: only the following products from this range: Form, Quest and Nemesis

5-yr warranty

OFFICE CHAIRS: All other products in this category; carry a 5-year warranty on all workmanship and manufactured components, based on a productivity lifetime of 8 hour shifts a day for Operator and 3-5 hours a day for Visitor chairs. There is a small number of our discontinued and imported products that may specify a warranty under 5-years.

SOFT SEATING: All products in the Nucleus and Olympus collections carry a 5-year warranty on workmanship and Seating components.

Please note

To facilitate warranty service, please keep your original proof of purchase and do not remove the warranty tag from the product

- + The warranty commences from date of delivery to the client
- + A after-sales service call-out/transport fee may be applicable.
- + It is applicable only to products used on our recommended hour shifts/day and in suitable working environments
- + Please request/download our product clean+care guidelines document
- + All fabric, foam and wooden components can be flammable, a flame retardant chemical can be applied to the chair on request

Claims not covered

Our warranty does not apply to claims resulting from:

- + Products with our warranty plate removed
- + Fabric or leather (this is held by the supplier)
- + Customer's own fabrics stitched and upholstered by Seating
- + Incorrect installation or assembly of our products by customer
- + Alteration, modification of the product or substitution with any unauthorised components
- + Damage caused by vandalism, careless or incorrect usage
- + Any damages incurred during third party transport of goods will have to be claimed from the transporter directly. We can however quote on repairing these goods should this occur.

TERMS CONTINUED ...





- + Seating shall not be liable for loss of time, inconvenience, commercial loss, incidental or consequential damages. Except as stated above, Seating will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products; but nothing contained herein will or will not be considered to exclude or restrict any liability on Seating's part for death or personal injury resulting from negligence.

After-sales

Support + Repair

For us, product responsibility means more than the functional and design longevity of products. To this end, we offer an additional service to you in our dedicated repair centre.

Procedure

If you need a repair - please first contact the dealer where you purchased your product.

DEALERS: YOUR SERVICE REQUEST NEEDS TO BE SENT THROUGH TO OUR AFTER-SALES SERVICE DEPARTMENT VIA EMAIL/FAX TO THE CONTACT PERSON BELOW.

The following information must be provided for us to be able to attend to your request promptly and efficiently:

1. Contact details (address, contact name and contact number)
2. Product description
3. Reference to original order number/invoice number
4. Date of purchase
5. Warranty status (see sticker under product)
6. Details of the non-conformity complaint relating to the product
7. Inspection required?
8. Quotation required?
9. Collection required?
10. Quantity of products for requested repair
11. Attached photograph of the whole product (from a slight distance), and a close-up showing the complaint.

Please Note

- + Before repairs can be executed, an investigation will occur to determine if the fault is due to a Seating-manufacturing/workmanship, external supplier's or client misuse issue.
- + If the product is still under warranty but outside of the Gauteng region -
- + Any repairs/credits need to be authorised by the Seating repairs dept. We will then send a collection note to either our transporter/the customer - to arrange with their transporter to collect and deliver the goods to us.
- + Any damages incurred during third party transport of goods will have to be claimed from the transporter directly. We can however quote on repairing these goods should this occur.

Contacts

**REPAIRS | AFTER-SALES
SERVICE MANAGER**

PLEASE SEND THE SERVICE REQUEST TO:

Philip Schoeman
Quality Assurance Representative

Email pschoeman@seating.co.za

Call +27 (0)11 474 1393

Fax +27 (0)11 473 1892



Disposal of products

Good design and choosing the right materials ensures a product will have a long life and be able to be recycled. Our products are designed for easy disassembly, allowing pieces to be separated easily and quickly for replacement or recycling.

Once you have had years of enjoyable use from your chair, the following materials can be recycled: plastic, unprocessed wood, steel and foam.

Benefits

An estimated 500,000 tonnes of office furniture finds its way into landfill every year and when you consider that it takes an estimated 530 kgs of extracted material to manufacture the average office desk, you can soon see that it makes sense to be as environmentally aware as possible when it comes to disposing of your old office furniture.

Upgrading

It makes sense to try and find good quality office equipment and furniture from suppliers, so that you will not need to update or change your furniture as frequently, which can only be of benefit to the environment in general.

Disposal ideas

DONATING YOUR OLD FURNITURE

There are a number of non-profit social enterprises who will be pleased to recycle your old office furniture and re-distribute the items wherever possible. These social enterprises find a suitable source for re-using redundant furniture by supplying charities, community groups or even start-up companies.

RECYCLE SERVICE

If you use a recycling service, you have the convenient benefit of acting in an environmentally responsible way by reducing the amount that is going to landfill. Most office equipment recycling services arrange to collect the unwanted items directly from your premises.

SELL ONLINE

Finally, consider the alternative of using online websites to sell the items for a profit.

Help us to keep furniture out of landfills, provide non-profit organisations with needed resources and encourage people to meet their sustainability goals.