

Product Warranty

This Product Warranty applies to products manufactured after July 6, 2015.

The following warranty applies to Easy by Haworth products manufactured in Asia Pacific. This warranty is given to the initial purchaser or lessee and the warranty is valid for as long as the product is owned by the original buyer. The warranty, which is non-transferable, runs from the date of manufacture and covers defects in materials and workmanship found during normal usage* of the products. If a product is defective and if written notice of the defect is given to Haworth within the Applicable Warranty Period, then Haworth at its option will either repair or replace the defective product with a comparable component or product.

Product		Applicable Warranty Period*
1 2	EZ60 EZBR	Seven Years
3 4 5 6	Aloha Easy (EZ65 2.0) EZ65 Fabrics rated (A) Heavy Duty under Association of Contract Textiles guidelines (AP Grade A/B/C/D) Imported Leather (Grade 2)	Five Years
7 8 9 10 11	EZ32 Fabrics rated (a) General Contract under the Association of Contract Textiles guidelines (AP Grade 0) Vinyl materials All plastic components Storage lock sets, pulls and slides	Three Years
12	Service parts used for warranty carry the remaining balance of the assembly's original warranty period or 2 years, whichever is longer	Two Years
13 14	Local Leather (Grade 1) Non-standard Specials products: design changes and/or sizes larger than Haworth standard maximum dimensions	One Year

Warranty Coverage:

Within the Applicable Warranty Period:	1. Within the first year of applicable warranty period, parts and labor service will be provided by Haworth Asia Pacific. 2. For the remainder of the applicable warranty period, Haworth Asia Pacific will deliver parts to the port of destination with duties paid.
After the Applicable Warranty Period:	Replacement parts, its delivery logistic cost, and labor service cost shall be sole responsibility of buyer.

Note:

- * The Applicable Warranty Period for products is based on single shift forty hour week. If the product is used more than this, then the Applicable Warranty Period will be reduced in proportion to the increased usage.
- A product will not be considered to be defective, and Haworth will not repair, replace or refund its price if the product:
 - Is a consumable product, such as a lamp, light ballast or surge suppression product
 - Is "Customer's Own Material" (i.e. material specified by the buyer or lessee that is not a standard Haworth product offering)
 - Is not installed and used as recommended in Haworth's written planning, installation and user guides
 - Is not under condition of normal use and maintenance (see Haworth Care and Maintenance Guide) , such as exposure to outdoor, high humidity and or corrosive environment
 - Has been otherwise misused or suffered abusive damage or
 - Is a product that is manufactured by a third-party supplier from whom Haworth purchases it and then re-sells it without incorporating it in other Haworth products (in which case Haworth will assign to the buyer or lessee any assignable warranty that the manufacturer provides), unless otherwise specified by Haworth in writing
- A defect in materials or workmanship does not include:
 - Normal wear and tear
 - Damage caused by an Act of God or by transportation, reconfiguration or other movement of the product
 - A product alteration made without Haworth's express written authorization
 - A natural variation of color, grain or texture found in wood, marble or leather
 - Failure of the color, grain or texture of wood, marble, leather or fabric to match or be colorfast
 - The natural aging found in materials such as wood and leather which result in colors shifting during use
 - Dye lot variations in fabrics, leathers or wall coverings
 - The natural patina and "puddling" of leather during use
 - "puddling" of leather or faux leather; or
 - Reverse crocking of dyes from clothing onto our seating materials
- Except as stated above, Haworth does not make any warranty as to any product and, in particular, does not make any warranty of merchantability or of fitness for a particular purpose. Product repair or replacement or refund of the price, at Haworth's option, in accordance with this Policy, is the buyer's or lessee's exclusive remedy for a product defect. Haworth shall not have tort liability with respect to a product, and Haworth shall not be liable for any consequential, economic, indirect, special, punitive or incidental damages arising from a product defect. Haworth shall not be liable for repair or product replacement due to improper installation or any defect in materials used for installation which are not manufactured, sold or supplied by Haworth.