AIS
Product Warranty

This Product Warranty applies to products manufactured after March 1, 2016.

The following warranty applies to AIS products manufactured in Asia Pacific for Haworth. 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	Granite MB (task chair); Paxton (side chair) (Usage based on single shift forty hour week for loading up to 300lb or 136kg. See below for warranty details and exceptions)	Three Years
1.1	Seat frame, mechanism, glide & castor	Three Years
1.2	Seat foam, fabric & mesh	One Year
1.3	Within the applicable warranty period, Haworth Asia Pacific will deliver part to the port of destination with duties paid. Labor service cost shall be sole responsibility of buyer.	
2	Hudson (work bench / desk) (See below for warranty details and exceptions)	Five Years
2.1	All metal components e.g. leg, beam, cable riser and cable tray	Five Years
2.2	Fabric upholstery (T0 Series)	Three Years
2.3	Within the applicable warranty period, part and labor service will be provided byHaworth Asia Pacific.	

Note:

1. * 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.

2. A product will not be considered to be defective, and Haworth will not repair, replace or refund its price if the product:
   (a) Is not installed and used as recommended in Haworth's written planning, installation and user guides
   (b) 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
   (c) Has been otherwise misused or suffered abusive damage or

3. A defect in materials or workmanship does not include:
   (a) Normal wear and tear
   (b) Damage caused by an Act of God or by transportation, reconfiguration or other movement of the product
   (c) A product alteration made without Haworth's express written authorization
   (d) A natural variation of color, grain or texture found in wood, marble or leather
   (e) Failure of the color, grain or texture of wood, marble, leather or fabric to match or be colorfast
   (f) The natural aging found in materials such as wood and leather which result in colors shifting during use
   (g) Dye lot variations in fabrics, leathers or wall coverings

4. 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.