SMAC IMPORTS Warranty
Effective 14/5/2010

Smac Imports will repair or replace with comparable product, at its option and free of charge (for material and components), any product, part or component which fails under normal use.

Warranty period on products

7 years
Easy mobile pedestal/Celia mobile caddie)
Celia Tambour door storage/Lateral files
Vault chair, Square chair, Indy chair

5 years
Bob chair range
Vegas chair
Bo Steel storage range (Mobile caddie, Mobile pedestal, Tambour door storage/Lateral files)
Zipp Steel storage range (Mobile caddie, Mobile pedestal, Tambour door storage)
Actiforce FRAMES ONLY (Structural warranty only)

3 years
Standard, upholstery, leather
from Smac Imports; T-Luxa range, T-Luxa Classic range, Active range, Vigo chair, Dolly chair range, Boof chair

1 year
DaisyM range, T842
(ALL CHAIR castors),
adjustable arms, armrest covers) GAS LIFTS, Electrical desk adjustments (Actiforce)

Customer Service

Our customer service team are happy to assist you
with any problems that you may experience with Smac Imports products.
Smac Imports stand by all products and are constantly looking for higher quality suppliers.

WARRANTY DOES NOT APPLY TO PRODUCT FAILURE RESULTING FROM:

•Normal wear and tear.
•Failure to apply, install, reconfigure, or maintain products according to Smac Imports instructions and guidelines.
•Misuse, abuse, accident, or repeated knocks. For example, armrests rubbing against desk edges or wall.
•Alteration or modification of the product.
•Use in more than a single shift per day; in which case, the warranty is reduced accordingly.
•The substitution of any unauthorized non-SMAC IMPORTS components for use in the place of SMAC IMPORTS components in an integrated product solution; such substitute components include but are not limited to work surfaces, leg supports, panels, brackets, shelves, Armrests, gas lifts, castors and other integral components.

WARRANTY DOES NOT COVER:

• Products considered consumables.
• Variations occurring in surface materials (e.g. matching grains, textures, LEATHERS and colors across dissimilar substrates and lots).
•Customer's Own (COM) or non-standard textiles and materials.
•Other manufacturer's branded products. (Smac Imports shall apply the warranties of other manufacturers – including customer-specific fabric – to the extent possible).

If a product requires repair using parts that need to be sourced internationally or the product needs to be replaced, this could take up to 3 months.
Note that the customer is responsible for the cost of delivering the product to SMAC IMPORTS and picking it up once the warranty process is complete.
If the warranty claim is approved by SMAC IMPORTS, the costs of providing the remedies will be covered by SMAC IMPORTS.

SMAC IMPORTS reserves the right to request that the damaged product be returned before replacement.

Warranty is non-transferable and valid only for the original purchaser.

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