

HAWORTH

Warranty Policy Overview

By Warranty Period

05.05.2022

HAWORTH

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The intent of this document is to provide a summary of previous warranty policies and is not intended to cover all products and/or components. Please refer to the applicable Haworth warranty published in the Haworth North America Price List when the product was purchased for more information.

Products	Warranty Policy Date	September 1, 2021	January 1, 2020	January 1, 2019	May 8, 2015	August 1, 2013	October 1, 2012
All products except those listed below		Lifetime	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime
Accessories							
Adjustable keyboard pads		10 years	10 years	10 years	10 years	10 years	10 years
Ambient and flexible task lighting							
Electronic locks		1 year	1 year	1 year			
LED Lighting		5 years	5 years	5 years	5 years	5 years	10 years
Lightweight Desktop Screen (Lightweight Desktop Screen)		0 years	0 years				
Monitor arms		10 years	10 years	10 years	10 years	10 years	10 years
Mouse pad insert		1 year	1 year	1 year	1 year	1 year	1 year
Openest Plume Screens		1 year	1 year	1 year	1 year		
Soft palm rest		1 year	1 year	1 year	1 year	1 year	1 year
Systems Accessories - Includes but not limited to laptop holders, footrests, blotters, cord management, dividers, etc.		5 years	5 years	5 years	5 years	5 years	5 years
Work tools and Systems Accessories <i>*Except Boogie Board - Lifetime</i>		5 years	5 years	5 years			
Electrical							
Electrical components (non-USB) and A/V accessories			10 years	10 years	10 years	10 years	10 years
Electrical components with USB			5 years	5 years			
Power Base AI Electrical			3 years	3 years	3 years		10 Year
Power Base Electrical			10 years	10 years	10 years	10 years	10 years
Power Web Electrical			<i>Discontinued</i>	<i>Discontinued</i>	<i>Discontinued</i>	<i>Discontinued</i>	<i>Discontinued</i>
workware products		<i>Discontinued</i>	3 years	3 years	3 years	3 years	3 years
Miscellaneous							
Products manufactured outside of North America but sold in North America <i>* The Applicable Warranty Period for each such product is specified in Haworth's price list for the product.</i>		1 to 5 years	1 to 5 years	1 to 5 years	1 to 5 years	1 to 5 years	1 to 5 years
Products used in a classroom or educational environment other than admin areas except as noted below		10 years	10 years	10 years	10 years	10 years	10 years
Service Parts <i>*Carries the remaining balance of warranty on product it is installed on unless noted otherwise</i>					2 years	2 years	
Software <i>*Not applicable prior to 2013</i>		0 years	0 years	0 years	0 years	0 years	N/A
Tablet Markerboards		1 year					
Tailored Solutions that are unique in features, construction, function, or aesthetic <i>*If not unique carries same warranty as Standard Similar To</i>		1 year	1 year	1 year	1 year	1 year	1 year
Seating							
All wood or wood framed products		12 years	12 years	12 years	12 years	12 years	12 Years

Products	Warranty Policy Date	September 1, 2021	January 1, 2020	January 1, 2019	May 8, 2015	August 1, 2013	October 1, 2012
Framework, seating foam, cylinders, mesh, seating glides & casters, plastic components, and non-gel arm caps		12 years	12 years	12 years	12 years	12 years	12 years
Gel Arm Caps - X-99 and Improv		5 years	5 years	5 years	5 years	5 years	5 years
Seating mechanisms and Mechanisms in wood or wood frame chairs		12 years	12 years	12 years	12 years	12 years	12 years
<i>**Haworth Collection and Haworth Health Environments are excluded. Refer to the specific warranty for Haworth Collection and Haworth Health Environments</i>		Up to 325 lbs. 24/7	Up to 325 lbs. 24/7	Up to 325 lbs. 24/7	Up to 325 lbs. 24/7	Up to 325 lbs. 24/7	Up to 325 lbs. 24/7
Tablet arms <i>*Max. load 50 lbs.</i>		5 years	5 years				
Storage							
Casegood mechanisms (hinges, slides, latches, glides, casters, etc.)		12 years	12 years	12 years			
Slow Close Mechanisms - Overheads		5 years	5 years	5 years	5 years	5 years	5 years
Thermally Fused Laminates (TFL)		12 Years	12 Years	10 years			
Surface Materials							
Customer Own Material and Alliance Program Materials		0 years	0 years	0 years	0 years	0 years	0 years
Fabric Rated Heavy Duty (A)		5 years	5 years	5 years	5 years	5 years	5 years
Fabric Scrims		5 years	5 years	5 years	5 years	5 years	5 years
Fabrics rated General Contract (a)		3 years	3 years	3 years	3 years	3 years	3 years
Leather		5 years	5 years	5 years	5 years	5 years	5 years
Plastic ultraviolet light color fastness		0 Years	0 Years	0 Years	3 years	3 years	3 years
Tables							
Hoop products (excludes any warranty for surface damage such as scratches, dents, or abrasions)		<i>Discontinued</i>	3 years	3 years	3 years	3 years	
Painted MDF <i>*Not applicable prior to 2019</i>		3 years	3 years	3 years	N/A	N/A	N/A
Thermoplastic Table Assemblies		<i>Discontinued</i>	<i>Discontinued</i>	<i>Discontinued</i>	5 years	5 years	5 years
Workspaces							
Electronic Ballasts in Task Lighting		5 years	5 years	5 years	5 years	5 years	5 years
Fixed Task Lighting <i>*Excluding LED</i>		10 years	10 years	10 years	10 years	10 years	10 years
Horizontal Glass		5 years Spontaneous breakage not covered	5 years Spontaneous breakage not covered	5 years Spontaneous breakage not covered	5 years	5 years	5 years
Horizontal Use Markerboard Laminates		1 year	1 year	1 year	1 year	1 year	

Products	Warranty Policy Date	September 1, 2021	January 1, 2020	January 1, 2019	May 8, 2015	August 1, 2013	October 1, 2012
Jump height adjustable product mechanisms	<i>Discontinued</i>		5 years <i>Require Error Codes</i>	5 years <i>Require Error Codes</i>			
	12 years <i>Require Error Codes</i>		10 years <i>Require Error Codes</i>	10 years <i>Require Error Codes</i>			
Power Base receptacles with USB	5 years		5 years	5 years	5 years		
Translucent edging	1 year		1 year	1 year	1 year	1 year	1 year
User adjustable work-surface mechanisms	5 years		5 years	5 years	5 years	5 years	5 years
Vertical Markerboard Laminates	5 years		5 years	5 years	5 years	5 years	

Products	Warranty Policy Date	October 31, 2010	June 1, 2009	August 30, 2008	January 1, 2006	January 1, 2003	January 1, 2002
All products except those listed below		Lifetime	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime
Accessories							
Adjustable keyboard pads		5 years	5 years	5 years	5 years		
Ambient and flexible task lighting		5 years	5 years	5 years	5 years		
Electronic locks							
LED Lighting							
Lightweight Desktop Screen (Lightweight Desktop Screen)							
Monitor arms							
Mouse pad insert		1 year	1 year	1 year	1 year	1 year	1 year
Openest Plume Screens							
Soft palm rest		1 year	1 year	1 year	1 year	1 year	1 year
Systems Accessories - Includes but not limited to laptop holders, footrests, blotters, cord management, dividers, etc.							
Work tools and Systems Accessories <i>*Except Boogie Board - Lifetime</i>		5 years	5 years	5 years	5 years		
Electrical							
Electrical components (non-USB) and A/V accessories		10 years	10 years	10 years	10 years	10 years	10 years
Electrical components with USB							
Power Base AI Electrical							
Power Base Electrical		10 years	10 years	10 years	10 years	10 years	10 years
Power Web Electrical		3 years	3 years	3 years	3 years		
workware products							
Miscellaneous							
Products manufactured outside of North America but sold in North America <i>* The Applicable Warranty Period for each such product is specified in Haworth's price list for the product.</i>		1 to 5 years	1 to 5 years	1 to 5 years	1 year	1 year	
Products used in a classroom or educational environment other than admin areas except as noted below		10 years	10 years	10 years	10 years		
Service Parts <i>*Carries the remaining balance of warranty on product it is installed on unless noted otherwise</i>							
Software <i>*Not applicable prior to 2013</i>		N/A	N/A	N/A	N/A	N/A	N/A
Tablet Markerboards							
Tailored Solutions that are unique in features, construction, function, or aesthetic <i>*If not unique carries same warranty as Standard Similar To</i>		1 year	1 year	1 year	1 year	1 year	1 year
Seating							
All wood or wood framed products		5 years	5 years	5 years	5 years	5 years	5 years

Products	Warranty Policy Date	October 31, 2010	June 1, 2009	August 30, 2008	January 1, 2006	January 1, 2003	January 1, 2002
Framework, seating foam, cylinders, mesh, seating glides & casters, plastic components, and non-gel arm caps		10 years	10 years	10 years	10 years	10 years	10 years
Gel Arm Caps - X-99 and Improv		5 years	5 years	5 years	5 years	10 years	
Seating mechanisms and Mechanisms in wood or wood frame chairs		12 years - Very & Zody Framework and Mechanisms ONLY - Up to 300 lbs. - 24/7	10 years Single Shift 40 hours	10 years Single Shift 40 hours			
<i>**Haworth Collection and Haworth Health Environments are excluded. Refer to the specific warranty for Haworth Collection and Haworth Health Environments</i>		10 years - All other seating Framework and Mechanisms - Single Shift 40 hours					
Tablet arms <i>*Max. load 50 lbs.</i>							
Storage							
Casegood mechanisms (hinges, slides, latches, glides, casters, etc.)							
Slow Close Mechanisms - Overheads		5 years	5 years	5 years	5 years	5 years	5 years
Thermally Fused Laminates (TFL)							
Surface Materials							
Customer Own Material and Alliance Program Materials		0 years	0 years	0 years	0 years	0 years	0 years
Fabric Rated Heavy Duty (A)		5 years	5 years	5 years	5 years	5 years	5 years
Fabric Scrims		5 years	5 years	5 years	5 years		
Fabrics rated General Contract (a)		3 years	3 years	3 years	3 years	3 years	3 years
Leather		5 years	5 years	5 years	5 years		
Plastic ultraviolet light color fastness		3 years	3 years	3 years	3 years	3 years	3 years
Tables							
Hoop products (excludes any warranty for surface damage such as scratches, dents, or abrasions)							
Painted MDF <i>*Not applicable prior to 2019</i>		N/A	N/A	N/A	N/A	N/A	N/A
Thermoplastic Table Assemblies		5 years	5 years	5 years			
Workspaces							
Electronic Ballasts in Task Lighting							
Fixed Task Lighting <i>*Excluding LED</i>		10 years	10 years	10 years	10 years		
Horizontal Glass		5 years	5 years	5 years			
Horizontal Use Markerboard Laminates							

Products	Warranty Policy Date	October 31, 2010	June 1, 2009	August 30, 2008	January 1, 2006	January 1, 2003	January 1, 2002
Jump height adjustable product mechanisms							
Power Base receptacles with USB							
Translucent edging		1 year	1 year	1 year	1 year	1 year	1 year
User adjustable work-surface mechanisms		5 years	5 years	5 years	5 years	5 years	5 years
Vertical Markerboard Laminates							

Products	Warranty Policy Date	January 1, 2001	June 1, 2000	July 1, 1996	July 1, 1994	November 1, 1990
All products except those listed below		Lifetime	Lifetime	Lifetime	Lifetime - Started	10 years
Accessories						
Adjustable keyboard pads						
Ambient and flexible task lighting						
Electronic locks						
LED Lighting						
Lightweight Desktop Screen (Lightweight Desktop Screen)						
Monitor arms						
Mouse pad insert		1 year	1 year			
Openest Plume Screens						
Soft palm rest		1 year	1 year			
Systems Accessories - Includes but not limited to laptop holders, footrests, blotters, cord management, dividers, etc.						
Work tools and Systems Accessories						
<i>*Except Boogie Board - Lifetime</i>						
Electrical						
Electrical components (non-USB) and A/V accessories		10 years	10 years	10 years	10 years	
Electrical components with USB						
Power Base AI Electrical						
Power Base Electrical		10 years	10 years	10 years	10 years	
Power Web Electrical						
workware products						
Miscellaneous						
Products manufactured outside of North America but sold in North America						
<i>* The Applicable Warranty Period for each such product is specified in Haworth's price list for the product.</i>						
Products used in a classroom or educational environment other than admin areas except as noted below						
Service Parts						
<i>*Carries the remaining balance of warranty on product it is installed on unless noted otherwise</i>						
Software		N/A	N/A	N/A	N/A	N/A
<i>*Not applicable prior to 2013</i>						
Tablet Markerboards						
Tailored Solutions that are unique in features, construction, function, or aesthetic		1 year	1 year	1 year	1 year	1 year
<i>*If not unique carries same warranty as Standard Similar To</i>						
Seating						
All wood or wood framed products		5 years	5 years	5 years	5 years	

Products	Warranty Policy Date	January 1, 2001	June 1, 2000	July 1, 1996	July 1, 1994	November 1, 1990
Framework, seating foam, cylinders, mesh, seating glides & casters, plastic components, and non-gel arm caps		10 years	10 years	10 years	10 years	
Gel Arm Caps - X-99 and Improv						
Seating mechanisms and Mechanisms in wood or wood frame chairs						
<i>**Haworth Collection and Haworth Health Environments are excluded. Refer to the specific warranty for Haworth Collection and Haworth Health Environments</i>						
Tablet arms <i>*Max. load 50 lbs.</i>						
Storage						
Casegood mechanisms (hinges, slides, latches, glides, casters, etc.)						
Slow Close Mechanisms - Overheads						
Thermally Fused Laminates (TFL)						
Surface Materials						
Customer Own Material and Alliance Program Materials		0 years	0 years	0 years	0 years	
Fabric Rated Heavy Duty (A)		5 years	5 years	5 years	5 years	
Fabric Scrims						
Fabrics rated General Contract (a)		3 years	3 years			
Leather						
Plastic ultraviolet light color fastness		3 years	3 years			
Tables						
Hoop products (excludes any warranty for surface damage such as scratches, dents, or abrasions)						
Painted MDF <i>*Not applicable prior to 2019</i>		N/A	N/A	N/A	N/A	N/A
Thermoplastic Table Assemblies						
Workspaces						
Electronic Ballasts in Task Lighting						
Fixed Task Lighting <i>*Excluding LED</i>						
Horizontal Glass						
Horizontal Use Markerboard Laminates						

Products	Warranty Policy Date	January 1, 2001	June 1, 2000	July 1, 1996	July 1, 1994	November 1, 1990
Jump height adjustable product mechanisms						
Power Base receptacles with USB						
Translucent edging						
User adjustable work-surface mechanisms		5 years	5 years	5 years	5 years	
Vertical Markerboard Laminates						

Products	Warranty Policy Date	September 1, 2021	January 1, 2020	January 1, 2019	May 8, 2015	August 1, 2013	October 1, 2012
Wall Products Except items noted below		10 years	10 years	10 years	10 years	10 years	10 years
Door Closer		2 years	2 years	2 years	2 years	2 years	
Electronic locks		1 year	1 year				
Glass		1 year	1 year	1 Year			
Locksets		3 years					
Thermally Fused Laminates (TFL)		<i>Discontinued</i>	<i>Discontinued</i>	<i>Discontinued</i>	5 years	5 years	5 years

Products	Warranty Policy Date	October 31, 2010	June 1, 2009	August 30, 2008
Wall Products Except items noted below	10 years	10 years	10 years	
Door Closer				
Electronic locks				
Glass				
Locksets				
Thermally Fused Laminates (TFL)	10 years	10 years	10 years	

Products	Warranty Policy Date	September 1, 2021	January 1, 2020	January 1, 2019
Warranty Prior to 2019 refer to the applicable Haworth warranty published in the Haworth North America Price List when the product was purchased				
Haworth Seating Products				
<i>*framework, mechanisms, seating foam, cylinders, mesh, seating glides & casters, plastic components, and non-gel arm caps</i>		12 years	12 years	12 years
Haworth wood or wood-framed products		12 years	12 years	12 years
Cappellini products manufactured in North America				
Haworth products imported from Europe except as noted for shorter terms		5 years	5 years	5 years
Pablo Designs products		5 years	5 years	5 years
GAN products				
JANUS et Cie seating frames and table frames		3 years	3 years	3 years
Cappellini products imported from Europe				
Cassina products imported from Europe		2 years	2 years	2 years
Poltrona Frau products imported from Europe		2 years	2 years	2 years
BuzziSpace products		2 years	2 years	2 years
Janus et Cie umbrellas and umbrella bases				
Poltrona Frau products imported from Europe		1 year	1 year	1 year
BuzziSpace products		2 years	2 years	2 years
Janus et Cie umbrellas and umbrella bases				
Janus et Cie umbrellas and umbrella bases		1 year	1 year	1 year

Products	Warranty Policy Date	September 1, 2021	January 1, 2020	January 1, 2019
Warranty Prior to 2019 refer to the applicable Haworth warranty published in the Haworth North America Price List when the product was purchased				
Guest seating		5 years	5 years	5 years
Standard glides		3 years	3 years	3 years
Standard casters		3 years	3 years	3 years
Patient room casegoods		3 years	3 years	3 years
Manual exam tables and accessories		3 years	3 years	3 years
Exam room stools		3 years	3 years	3 years
Power exam tables and accessories		3 years	3 years	3 years
Overbed tables		3 years	3 years	3 years
Gas cylinders		2 years	2 years	2 years
Thermofoil and Kydex arm caps		1 year	1 year	1 year
Thermofoil tops		1 year	1 year	1 year
central locking casters		1 year	1 year	1 year
recliner and lift chair motors		1 year	1 year	1 year
motion mechanisms		1 year	1 year	1 year
heat/massage		1 year	1 year	1 year
recliner options		1 year	1 year	1 year
modular exam base		1 year	1 year	1 year
wall casegoods		1 year	1 year	1 year