

We offer the following guarantees on our furniture, to ensure that you own only the best quality Iron Oak office furniture. Iron Oak Office furniture warrants that Iron Oak products are free from defects in materials or workmanship for a period of two (2) years (except as set forth below). The warranty is valid from the date of delivery to the original purchaser and is non-transferable. Iron Oak Office Furniture 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.

1 Year warranty on wooden surfaces

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, OR LOSS RESULTING FROM: Normal wear and tear;

Failure to apply, install, reconfigure the manufacturer instructions and guidelines;
Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions);
Alteration or modification of the product;
The substitution of any unauthorized non-Iron Oak components for use in the place of Iron Oak components in an integrated product solution.

WARRANTY DOES NOT COVER:

Variations occurring in surface materials (e.g., colourfastness, matching grains, textures and colours across dissimilar substrates and lots);
Customer's own non-standard textiles and materials (COM) are not covered, except as warranted by the original supplier, for material properties including, but not limited to, quality, colourfastness, shade variations, puddling, wrinkling or abrasions.

WARRANTY COVERS THE FOLLOWING:

Any cracks forming on the wooden surface.
Discoloring of wooden surfaces from normal use of product.
If the wooden tops for any reason gets detached from the framework from normal use of product.
If any warping or bending of wooden tops occur.

2 Year warranty on hardware

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, OR LOSS RESULTING FROM:

Failure to apply, install, reconfigure the manufacturer instructions and guidelines;
Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions);
Alteration or modification of the product;
The substitution of any unauthorized non-Iron Oak components for use in the place of Iron Oak components in an integrated product solution.

WARRANTY DOES NOT COVER:

Breakage of power towers due to misuse or incorrect usage of product.
Breakage of any hardware due to misuse or abuse on drawers and doors.
Breakage using force to open any locked drawers or doors.

WARRANTY COVERS THE FOLLOWING:

Defective power towers and plugs.
Defective castor legs and wheels.
Any defects in ball bearing runners of drawers before 2 years.
Any defects on door hinges including detachment of hinges from door frames.
Locks not in working order or not functioning correctly.

Lifetime warranty on steel framework

WARRANTY DOES NOT APPLY TO PRODUCT DEFECTS, DAMAGE, OR LOSS RESULTING FROM:

Failure to apply, install, reconfigure the manufacturer instructions and guidelines;
Abuse, misuse, or accident (including, without limitation, use of product in unsuitable environments or conditions);
Alteration or modification of the product;
The substitution of any unauthorized non-Iron Oak components for use in the place of Iron Oak components in an integrated product solution.

WARRANTY DOES NOT COVER:

Dents on steel frames due to bumps or accidental damage.
Scratches forming over time due to bumps or accidental damage.
Breakage of framework due to falling over, foreign objects falling on product.

WARRANTY COVERS THE FOLLOWING:

Framework falling apart due to defective welding of joints.
Bending of steel frame due to normal office use.
Joints coming loose due to defective bolts or rivet nuts.

EXCLUSIVE WARRANTY

Pursuant to this limited warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, Iron Oak will (i) repair or, at Iron Oak's option, replace the affected product at no charge, with a new or refurbished product of comparable function, performance and quality or (ii) refund or credit of the purchase price for the affected product, at Iron Oak's discretion, if Iron Oak determines that repair or replacement is not commercially practicable or cannot be timely made.

A product "defect" means an inadequacy in the materials or workmanship of the product that (i) existed at the time when you received the product from Iron Oak and (ii) causes a failure of the product to perform under ordinary use in accordance with the materials and documentation accompanying the product.

An "ordinary use" means use of the product (i) in conformance with all applicable local, state, federal or national laws, codes and regulations and (ii) in accordance with manufacturer recommendations and/or instructions in the materials and documentation accompanying the product.

Replacement parts are covered for 2 (two) years or the balance of the original warranty, whichever is longer.
Iron Oak reserves the right to request that the damaged product be returned prior to granting a remedy. Warranty is non-transferable and valid only for the original purchaser acquiring a product from Iron Oak for the purchaser's own use and not for resale, remarketing or distribution.

Customer Name: _____

Invoice Number: _____

Date: _____