

# PRODUCT WARRANTY

## Lifetime Assurance of Quality

### Our Pledge:

Kimball International stands behind the craftsmanship of our products. When brought to our attention, we will address warranty issues quickly and effectively.

### Recommendations:

Facilities managers and users are urged to make periodic inspections to look for signs of structural fatigue, damage or potential failure that may occur as a result of daily handling and use. Inspections should include the structural joints, corner blocks, screws or fasteners, welds, and any other points of stress. If any problems are found, the product should be taken out of service and Kimball International Customer Service should be contacted promptly at 800.482.1717.

### Limited Product Warranty:

Kimball International warrants that its products are free from defects in materials and workmanship given normal use and care for a lifetime of single-shift service. Normal use is defined as the equivalent of a single shift, 40-hour work week and for seating up to 275 lbs. user weight. *Exception: Some products and parts have limited warranty periods.*  
➤ See *Warranty Periods* at right.

The following products are warranted for 3-shift 24/7 service:

- Joya™ three-shift pre-configured task
- Joya heavy-duty task (up to 400 lbs. user weight)
- Wish™, excluding Wish Classic, (up to 300 lbs. user weight)

At its option, Kimball International will repair or replace with comparable product, free of charge to the customer, any product, part or component manufactured and/or sold by Kimball International in North America after November 6, 2000, which fails under normal use as a result of such defect.

In the event that use of a product exceeds normal use as defined above, the warranty period for such product will be reduced to 12 years from date of manufacture, and the warranty for the product's components that fall under different warranty limitations, as listed at right, will be reduced to one-third of the original warranty.

This warranty is made by Kimball International to the original customer for as long as the original customer owns and uses the product.

This warranty is only valid if the products are given normal and proper use, and installed or used in accordance with Kimball International installation and/or application guidelines, and installed by an authorized Kimball International dealer or agent. Kimball International assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration, or negligent use of our products.

**EXCEPT AS EXPRESSLY SET FORTH ABOVE, THERE ARE NO OTHER WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY**

### PARTICULAR PURPOSE. WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL, PUNITIVE, OR INCIDENTAL DAMAGES UNDER THIS WARRANTY.

All warranties run from date of manufacture.

### Warranty Periods:

Warranty periods are limited for certain products and/or component parts as follows:

#### 10-Year Warranty

- Bingo® side chairs and stools
- Pep™ seating
- Poly™ seating
- Seating mechanisms and controls
- Veneers
- Laminate
- Pneumatic lifts (cylinder assembly)
- Lusso™
- Portata™

#### 5-Year Warranty

- High-wear parts (such as casters, glides, drawer slides, moving chair arms)
- Xsede® and Priority™ height-adjust base mechanism and electrical control box
- Electrical/power products
- Inflatable lumbar supports
- Lighting
- Desk sets
- Monitor arms
- Keyboard kits
- Covering materials (such as foam, most textiles, 3D laminate, and decorative trim)
- Markerboards

#### 3-Year Warranty

- Wool felt
- Custom products

- Carnegie fabrics
- Helio™ mesh
- Joya™ mesh
- Wish™ mesh

#### 1-Year Warranty

- Jolt™

### Warranty Exclusions:

This warranty does not cover:

- The substitution of non-Kimball International components for use in place of Kimball International components
- Naturally occurring variations and differences in grain character and color between and within wood species
- Natural variations in marble and leather
- Damage caused by a freight carrier
- Normal wear and tear arising from product use
- Damage resulting from improper use or storage of the product
- C.O.M. (Customer's Own Material) or any other non-standard material specified by the customer, including attributes such as appearance, durability, quality, performance, colorfastness, etc.
- Alliance program fabrics
- Fabric, leather, and felt fading and wear, discoloration from contact with liquids or change in color or texture caused by application of finishes (flame proofing, stain resistance)
- Alterations to the product not expressly authorized by Kimball International
- Products considered to be of consumable nature (such as bulbs, light ballast, and certain electronic products)

## General Information

### Revision Date

06.15.22

### Process for Warranty Issues:

- ① A customer should contact his or her dealer, who will contact Customer Service at 800.482.1717. The purchase order or acknowledgement number, model number, and a detailed description of the warranty issue should be provided. **Serial numbers may be required** before the claim can be processed.
- ② Customer Service will determine and pre-approve all resolutions to the claim, such as replacement units, service parts, and labor charges related to repair or redelivery of damaged or defective product.
- ③ Upon approval, a Case Number and resolution will be assigned to an authorized dealer, and all parts and components necessary for the repair/replace will be sent to the authorized dealer, which will carry out the resolution. The dealer should include the Case Number on all invoices for reimbursement once the warranty repair/replace has been completed. Kimball International shall not be responsible for any unauthorized expenses. Kimball International will only accept dealer invoices submitted within 90 days of the final approval by Customer Service; invoices received after 90 days will not be approved for dealer credit or payment. All warranty information should be sent to:

Kimball International  
ATTN: Customer Service  
1600 Royal Street  
Jasper, Indiana 47546  
Telephone: 800.482.1717  
800.482.1213 (Gov't Sales)

**Kimball International**