FRÍANT | ALL WORKSTYLES WELCOME

FRIANT WARRANTIES

RIGHTS AND WARRANTIES

This warranty is given to the initial purchaser and is valid from the date of purchase, for as long as the initial purchaser owns the product. This warranty covers defects in material and craftsmanship found during normal usage of the product during the warranty period. Normal usage is defined by 8 hour shifts in the product's intended application and in an indoor environment that conforms to the ANSI/ASHRAE Standard 55: Thermal Environmental Conditions for Human Occupancy (relating to air temperature, mean radiant temperature, air velocity, clothing insulation, metabolic rate, and humidity).

Friant's warranty does not cover usage other than normal usage as defined in the previous sentence. If the product is defective, and if written notice of the defect is given to Friant & Associates within the applicable warranty period, Friant & Associates, at its option, will either repair or replace the defective product with a comparable component or product. A product will not be considered defective, and Friant & Associates will not be obligated to replace it, if it is not installed in a proper manner by a professional, trained installer (i.e. product not leveled, not secured properly, etc.) or if it is not used in a manner and/or in an environment that constitutes normal usage, as defined above. This warranty applies to all products except as noted below.

This warranty does not apply to damage caused by a carrier, alteration to the product not expressly authorized by Friant & Associates, nor to product considered to be of a consumable nature such as bulbs, light ballasts, etc. It also does not apply to "Customer's Own Material" (i.e. material specified by the customer that is not a standard Friant & Associates offering) used in the manufacture of Friant & Associates products. This warranty does not apply to items subjected to abuse, misuse, neglect, alteration, or damage caused by shipment, storage, accident, fire, food or an act of nature.

Friant & Associates does not warrant the matching of colors, grain or texture, except to within commercially acceptable standards. This includes normal variations between dye lots (fabrics).

Friant & Associates shall not be liable for consequential, economic, or incidental damages arising from any product defect.

Except as noted above, Friant & Associates makes no express or implied warranties to any product, and in particular makes no warranty of fitness for any particular use. At Friant & Associates' option, product repair and replacement is the customer's exclusive remedy for any and all product defects.

Should any item require repair, please return product to the Dealer from whom it was purchased. The Dealer will send the defective part to Friant, freight prepaid. Friant will repair or replace the defective part and return it to the dealer, freight prepaid.

Please request written authorization before returning defective parts to Friant, returned defective parts will not be accepted without prior written authorization. Labor and service are not covered under this warranty.

WARRANTY EXCEPTIONS:

- Natural variations in wood grain, figure or the presence of character marks
- Matching of colors, grains, textures
- Changes in surface finishes due to aging or exposure to light
- Damage, marking or staining of surfaces due to contact with rubber or similar compounds
- Damage from sharp objects or imprinting from writing instruments, computer equipment or prolonged exposure to fluids or sun
- Checking or delaminating due to changes in temperature or improper care or storage
- Damage caused by misuse or improper care

LIMITED LIFETIME

Novo, Interra, System 2, Verity, Beam, Dash, Novo Essentials, System 2 Essentials

1 YEAR

High wear parts, such as wood veneer, fabrics, laminates and other covering material/finishes, foam, glides, etc.

2 YEARS

LED lights, ReddiSpace electrical components

3 YEARS

Mesa, Willow

5 YEARS

My-Hite motors and electrical components, ReddiSpace, Scope, Lune, Roke and Raffe

SEATING

Standard commercial use is defined as the proper usage for one single shift, a total of 40 hours or less per week and by individuals weighing 300 lbs or less.

5 YEARS

Gas cylinders

5 YEARS

Axiom Chairs, Casters and upholstery (fabric and mesh)

10 YEARS

All other chair frames, including metal, wood and plastic parts, and control mechanisms are guaranteed against structural failure for ten years