

limited lifetime warranty

Superior Seating Hospitality warrants its products to the original buyer, for the originally intended purpose to be free from structural defects in materials and workmanship under normal use and service, and given normal care, for the lifetime of the product from the original invoice date. 3 years on frames 1 year on foam.

This warranty does not apply to:

- Damage resulting from freight damage, accident, alteration, misuse, tampering, abuse, negligence or improper cleaning.
- Upholstery, foam cushioning, and other parts subject to frictional wear.
- Failure to maintain products according to SSH instructions and guidelines
- Normal wear and tear such as dents, scratches, fading and improper maintenance and cleaning.
- Damages to wood/finishes caused by impact or abrasions.
- Superior Seating Hospitality does not guarantee any upholstery covers with regard to durability, colorfastness, shrinkage or stretching. Upholstery covers may carry warranties from the cover manufacturer or reseller.

The texture, color, and grain of the wood are not covered by this warranty. Natural color changes, variations or movements in lumber products, exposure to extreme temperature changes and direct sunlight may cause color changes and/or surface damage. These are circumstances beyond the control of Superior Seating Hospitality Furniture and are not warranty issues.

Certain chair styles with exposed wood require construction methods that accent color variations in light and natural stains. These variations are not considered product defects and are not warranty issues.

If any products are defective, please notify your Superior Seating sales representative.

In order for your claim to be valid, you may be required to provide a copy of the original invoice along with a photograph of the damaged furniture. Superior Seating reserves the right to inspect the product prior to making a warranty claim determination. This may be done in the field by a SSH sales representative or at the Factory. The representative does not have the authority to bind SSH Furniture by a definite agreement. If you follow the above procedures and your claim is approved, SSH Furniture has the option of either repairing or replacing any defective product covered by this warranty. Service calls and all related expenses are the sole responsibility of the customer.

All other expressed warranties are hereby excluded and implied warranties are limited as set forth above. This warranty is in lieu of all other warranties, and the implied warranty of merchantability and the implied warranty of fitness for a particular purpose shall not be part of any sale.

This warranty is applicable only to those parts actually manufactured by SSH. For purchased component parts, mechanisms, casters, foam and textiles, SSH will apply exactly the same warranty that is extended from the supplier. We exclude and will not pay consequential or incidental damages under this warranty.

Exceptions to Limited Lifetime Warranty include:

- Swivel bases or mechanisms – according to manufacturers warranty
- Casters (and inserts) – according to manufacturers warranty
- Gas Cylinders – according to manufacturers warranty
- Motion Mechanisms according to manufacturers warranty

Returns/Repairs

No merchandise may be returned or repaired without prior authorization from the SSH Furniture factory. A Return Authorization (RA) number must be secured prior to the return of any product. The RA must be used within 30 days of issuance.

In the event that you receive furniture damaged in transit or shortages, do not refuse the shipment. Note all discrepancies on the bill of lading, retain all cartons, take pictures of the cartons and damaged product and immediately notify your local sales representative. You do not need to file a freight claim, we will handle the repair for you.

Freight damage returns must be picked up and redelivered to the original ship-to address. Charges related to redelivery to the final destination are not the responsibility of SSH Furniture.

Product being returned to SSH for repair or replacement will be thoroughly inspected on its return and the results compared to the reason for the return stated. Any discrepancies such as additional damage, signs of misuse, etc. will result in adjustment to the repair or replacement agreement previously agreed upon. These adjustments include but are not limited to re-imbursement to SSH for freight charges, labor and materials

NOTE: We are only responsible for the pick-up and delivery to and from the original destination. We are not responsible for any additional charges you may incur from an installation company.