

Decatur House

5 YEAR LIMITED WARRANTY

Decatur House RTA seating referred too as DHS, warrants it's seating to be free from defects in materials and workmanship for a period of [5] five years from the original purchase date. This warranty is subject to the limitations, exclusions and other provisions below.

Notwithstanding the period indicate above, bases, casters, pneumatic cylinders, and plastic components are warranted for [2] years. This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour workweek by a person weighing 250 lbs or less. This warranty does not apply to any product that has been altered, refurbished, or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood, earthquake, or other act of God. This warranty does not apply to natural changes that may occur in the color or texture of leather, wood or other materials. The warranty is invalid if the purchaser uses the product for rental purposes. This warranty only applies to products sold within the United States of America. The original purchaser's sole remedy under this warranty is the replacement or repair of the defective product at **DHS** option. Due to changes in fabrics and other materials including styles, patterns, colors and dye lots, **DHS** cannot guarantee that a replacement or repaired fabric or material will match the original.

This warranty does not cover labor or shipping costs incurred to repair or replace the seating. **TO THE EXTENT ALLOWED BY LAW, DHS MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DHS WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.**

Notice to purchasers for home or personal use:

Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you. However, the duration of any implied warranty shall be limited to the duration of the express warranties stated above. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above paragraph may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.

To obtain service under this warranty:

- 1) Contact the dealer from whom the product was purchased within 30 days of discovery of the defect. Be prepared to show that you are the original purchaser of the product.
- 2) Your dealer will gather all pertinent information regarding the claim, inspect the product and contact an **DHS** customer service representative.
- 3) If **DHS** affirms that the product in question is eligible under the conditions of the warranty as stated above, the customer service representative or another representative will determine whether to provide replacement parts, authorize repairs or replace the product.

CARING AND CLEANING

Proper care of your **DHS** chair will help provide many years of trouble free use. Please follow these tips:

- Use your chair for its intended purpose only. Do not stand on your chair or sit on the arms.
- Check for worn parts and tighten all screws and bolts every 6 months.
- Lubricate all moving parts, such as casters and mechanisms annually.
- Vacuum or brush your chair frequently. Use a damp cloth to clean other surfaces. To remove most stains use a wet cloth with a mild soap solution.

For tougher stains use a tested professional cleaning agent.