

We are committed to designing, manufacturing, and delivering product solutions that are innovative, high quality, and environmentally friendly. Our promise is to stand behind the quality of our products and strive to improve the quality of life for our consumers.

We warrant that products are free from defects in materials and workmanship, as set forth in the warranty agreement below. This warranty is valid from the date of shipment, and covers the original purchaser for products delivered in the United States and Canada.

This warranty applies to all products manufactured after September 1st, 2022.

Product Type	Warranty (for Original Purchaser)	Exceptions
Laminate Modular Furniture	lifetime	tackboards, textiles*, cushioned seating, electrical devices, and moving parts including slides, locks, glides & casters - 5 years monitor arms & keyboard trays - 3 years tasklights - 2 years
Conference and Training Tables	lifetime	electrical devices and moving parts - 5 years
PanelX Series Panels	lifetime	textiles* - 5 years
Height Adjustable Tables	5 years	none
Office and Lounge Seating (excluding Eko Series)	lifetime	bases, arms (excl. arm pads), hydraulic gas lifts, and control mechanisms - 10 years textiles*, wood and synthetic parts, foam, other plastic components, casters and electrical devices - 5 Years; Mesh and armpads - 3 Years
Ready To Go Seating (Eko Series)	5 years	textiles*, wood and synthetic parts, casters, mechanisms, plastic components (excluding stax series) hydraulic gas lifts - 2 years

*Note: carded textiles contain a 5 year warranty with the exception of Diverse/Turner Vinyl which contains a 2 year warranty.

If a product, component, or part fails under ordinary use as a result of a defect in materials or workmanship during the applicable warranty period, OFGO, at its sole obligation, will (i) repair or, at OFGOs' option, replace the affected product, part, or component at no charge with a comparable product, part, or component, or (ii) refund the purchase price for the affected product, part, or component if repair or replacement is deemed not feasible by OFGO. Proof of purchase must be provided and must be in the form of the original invoice from the authorized dealer. This document is the only proof of purchase that OFGO will accept in order to proceed with any claim.

This warranty is only applicable to product defects that (i) existed upon receiving the product from OFGO, and (ii) causes a failure of the product to perform under ordinary use in conformance with all applicable local, state/provincial, or federal laws, codes, and regulations. This warranty applies only to original purchasers in the United States and Canada who acquire new product from OFGO. The OFGO warranty applies exclusively to normal commercial use, based on a standard forty hour work week, eight hour single shift work day, and (for seating units) users weighing up to 275 lbs. This warranty does not apply to products used for rental purposes.

This document inclusively describes all of the warranties given and remedies available with respect to OFGO products and services. OFGO disclaims any other warranty whether express or implied, statutory or otherwise, in relation to its products. OFGO shall not be liable for any consequential, indirect, special, punitive, or incidental damages. OFGO's warranty does not extend to labor, delivery, or installation costs.

Warranty Exceptions:

Warranty DOES NOT APPLY to product failure or loss resulting from: (a) normal wear and tear that can occur over time, (b) abuse, misuse, negligence, or accident, (c) exposure to extreme environmental conditions, (d) failure to apply, install, or maintain products according to published instructions and guidelines, (e) alteration or modification of the product (e.g., the substitution of any unauthorized non-OFGO components for use in place of OFGO components), (f) damages caused by a carrier in transit, and (g) damages caused by delivery and installation contractors.

Warranty DOES NOT COVER:

- Products considered consumables (e.g., lamps).
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments.
- Use of chemical cleaners or failure to follow specific cleaning and disinfecting instructions from OFGO.
- Variations occurring in surface materials including but not limited to:
 - Matching of grains, textures, and colors across dissimilar substrates and lots, or presence of character marks in casegood surface materials.
 - The colorfastness or the matching of colors of textiles, including an exact match to cuttings, samples, or to swatch cards.
- Changes in surface finishes due to aging or exposure to light.
- Marks, scars, or wrinkles occurring naturally in leather.
- Damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds, sharp objects, or prolonged exposure to direct sunlight as well as natural variations in wood or other materials.

Custom surfaces and materials (such as Customer Own Material [COM] textiles or graded-in textiles) are only warranted by OFGO for their application onto a specified product. These materials are not covered under our warranty.