

PRODUCTS & LIMITED WARRANTIES

LIMITED WARRANTY

Humanscale offers the following warranties on its products, subject to any exclusions and limitations as set forth below:

Product	Warranty
Customer's Own Material (COM, COL)	No Warranty
NeatHub	3 Years, 24/7 Warranty
NeatCharge	1 Year, 24/7 Warranty
Switch Mouse	1 Year, 24/7 Warranty
Technology Products	3 Years, Limited Warranty
Keyboard Trays	15 Years, 24/7 Warranty
Palm Rests & Mouse Pads	5 Years, 24/7 Warranty
Element, Horizon, Infinity & Nova Series Lights	10 Years, 24/7 Warranty
Diffrient Series Lights	5 Years, 24/7 Warranty
Float Table and Float Mini (Mechanical)*	5 Years, 24/7 Warranty
eFloat Go	10 Years, 24/7 Warranty
eFloat Lite, eFloat Flex, and eFloat One**	5 Years, 24/7 Warranty
QuickStand Sit/Stand Workstation, QuickStand Lite, QuickStand Eco, QuickStand Underdesk	5 Years, 24/7 Warranty
Fabric/Cushions/Arm Pads/Wood	5 Years, Single-Shift Warranty
M2, M/Flex & Para/Flex Monitor Arms	15 Years, 24/7 Warranty
M2.1, M8.1, M/Flex for M2.1 and M/Flex for M8.1 Monitor Arms	15 years, 24/7 Warranty
M4, M7 & M8 Monitor Arms with Gas Cylinder Components	10 Years, 24/7 Warranty
M10 and M/Flex for M10 Monitor Arms	10 Years, 24/7 Warranty
World One Task Chair	7 Years (Parts and Components) 3 Years (Arm Pads and Textiles), Single-Shift Warranty
Ballo Stool***	3 Years, Single-Shift Warranty
Vessel Lights†	10 Years, 24/7 Warranty, 3 Years 24/7 Warranty for the power supply driver
M/Connect	3 Years, 24/7 Warranty
M/Power	3 Years, 24/7 Warranty
M/Connect 2	3 Years, 24/7 Warranty
FR100, FR300, FR500 Footrocker	15 Years, 24/7 Warranty
Monarch Mat	3 Years, 24/7 Warranty
Office IQ	1 Year, 24/7 Warranty
Summa	10 Years, Single-Shift Warranty
Separation Panels	5 Years, 24/7 Warranty
Pro Click Mouse	2 Years, 24/7 Warranty
NeatLinks	5 Years, 24/7
NeatTech	5 Years, 24/7
All other seating and products detailed in a current Humanscale Price Guide, unless otherwise specified	15 Years, 24/7 Warranty

All other products NOT detailed in a current Humanscale Price Guide

Varies; consult your Humanscale representative for details

*Modifying or tampering with any part of the base of the Float Table will render the warranty void. The warranty on the Float Table applies to the base and work surface if the table top is provided by Humanscale, and only to base if the table top is provided by a third-party, provided that the third-party table top meets the following requirements: (i) has a depth of 36" or less, (ii) has a width of 72" or less, and (iii) the total weight load including work surface is no more than 130 lbs for the standard base and no more than 160 lbs for the heavy duty base.

**Modifying or tampering with any part of the base of the eFloat or electric Float will render the warranty void. The warranty on the eFloat line and electric Float applies to the base and work surface if the table top is provided by Humanscale, and only to base if the table top is provided by a third-party, provided that the third-party table top meets the following requirements: (i) has a depth of 36" or less, (ii) has a width of 84" or less, and (iii) a total weight load including work surface of no more than 200 lbs.

***Note: Ballo is not a task chair. It has not passed the BIFMA or European EN standards for office seating. The Ballo is an exercise chair that is designed for dynamic seating and frequent movement. All Ballo instructions should be followed to ensure a comfortable experience.

†The warranties for the Vessel lights exclude labor and other costs associated with the installation and/or removal of the lights from ceilings, walls, fixtures, etc. Further, Humanscale has no warranty obligations if the product is affected by internal or external environmental conditions (including but not limited to water, moisture, outdoor use, or temperature damage), power fluctuations, improper power supply, or if the product is not installed and used in compliance with all applicable standards and electrical codes.

These warranties are available to the original end-user customer only and are non-transferable. For these warranties to be valid, the Humanscale product must have been purchased directly from Humanscale and/or an authorized dealership, distributor, retailer and/or reseller of Humanscale products. If products are procured through an authorized dealership, distributor, retailer and/or reseller, the end-user customer must be registered with Humanscale for the warranty to be in effect. Humanscale warrants that, at the time of customer's receipt, the product will be in good working order and will be free from defects in materials and workmanship for the duration of the warranty term, as set forth above. These warranties do not apply to normal wear and tear or damage caused by accident, neglect, product abuse, misuse and/or failure to follow instructions relating to the product's installation or intended use. Humanscale will not be responsible for damage due to service, maintenance, modifications or tampering by anyone other than a Humanscale authorized representative. Humanscale will not be responsible for injury or damage caused by or associated with the installation and/or use of products in any manner other than in strict conformance with the instructions set forth in its installation manuals and instruction sheets and/or product literature. These warranties do not cover damage caused by a carrier or transportation of the product from one location to another, or alterations made by owner. Humanscale does not warrant damages or defects to the products under the following conditions: an Act of God, damage from electrical power problems, usage of parts or components not supplied by Humanscale, failure to perform preventative maintenance, or damage caused by peripherals not supplied by Humanscale.

In the event a product or product part is defective in material or workmanship during the warranty period, and Humanscale receives written notice of the defect within the warranty period, Humanscale will determine with customer if the defect is covered under warranty. Humanscale, at its option, may repair or replace the defective product or product part determined to be under warranty with the same or comparable product or product part as determined by Humanscale, at customer's location or at a designated Humanscale location. The labor costs associated with the repair of the product or product part may be the responsibility of Humanscale if the product or product part is determined to be under warranty. Humanscale must pre-approve the labor costs prior to the repair or replacement of warranty products or product parts. Customer must contact Humanscale to obtain a Return Authorization through the Humanscale Customer Care Department. Performance of any repair or replacement does not renew or extend the warranty period. If, after examining and testing a returned product or product part, Humanscale determines that the product or product part is not defective, Humanscale will notify customer and return the product or product part to customer. Customer will be responsible for the freight charges associated with the return of non-defective products or product parts. To return a product or product part for repair that is not covered by warranty, Customer must request a Return Authorization through the Humanscale Customer Care Department. Customer will bear the costs of labor and freight charges associated with non-warranty repair. Customer will be charged a standard repair fee, specific to the product, for any product that is repaired outside of the warranty period. Repairs on products out of warranty also carry a 90-day warranty, effective the day that Customer receives the repaired product or product part. For products that are not covered under warranty: Customer may upgrade to a newer, functionally equivalent product at the list price; the product or product part will be returned to Customer; or Customer can request in writing that Humanscale dispose of the product or product part for Customer, in which case a fee may apply as designated by local law.