



## Limited Lifetime Warranty

N9NE Furniture Group (N9NE FG) Limited Lifetime Warranty covers the original purchaser for product sold under the Performance Furnishings brand. At N9NE FG's discretion, N9NE FG will repair, replace or refund products and components found to be defective in material or workmanship, prorated based on usage time.

**Warranty Period:** The warranty period extends to the life of the product when used under normal office conditions and are base upon a standard 40 hour work week. Unless specified, chairs are warranted to support current BIFMA weight capacity rating.

Additional exclusions are as follows:

The following products are covered by a **5 year** warranty:

- Height adjustable tables
- LED task lights, electronics and power modules, and accessories
- Seating mechanical components

The following products are covered by a **2 year** warranty:

- All fabric and foam cushions, seating pads, insulation
- Solero/Webb and modesty dividers
- 24/7 and big and tall chairs

Metal filing and storage are covered by a **10 year** warranty.

### ■ Konfurb

Konfurb branded seating products are covered by:

- Seating mechanical components (Konfurb brand only) **10 year** warranty
- Foam cushions, seating pads, insulation, fabric seating, vinyl, and leather (Konfurb brand only) **4 year** warranty

### Warranty Exceptions:

- Items subject to abuse, misuse, neglect, alteration or incorrect installation
- Use of products for purposes other than original design including use for rental purposes
- Variances or natural changes may occur in the color and texture of fabric, leather, wood or other materials
- Damage incurred from shipping and storage, natural or manmade disasters
- Labor or transportation charges incurred during the warranty period

This warranty is nontransferable. Authorization must be secured from N9NE FG before any repair charges have been realized. Labor and shipping costs are not covered in this warranty program unless agreed to by an authorized N9NE FG officer.

To process warranty or service claims please contact your N9NE FG Customer Service or Sales contact. The following information is required:

- Date of purchase and PO numbers. Original receipt if applicable.
- Model number and a detailed description of the issue.
- Photos supporting the claim including packaging material
- Claims can be denied if supporting information is not provided.

