



Warranty

Rocky Mountain Furniture Group Ltd. stands behind the products we sell.

This warranty covers parts and components with exclusions and limits. Rocky Mountain Furniture Group will replace products and components covered under this warranty that are found to be defective in material or workmanship. If replacement option is not available credit may be issued. The warranty applies to the original purchaser from the purchase date and covers normal commercial use during a single shift (8-hour day, 40-hour work week).

Exclusions:

This warranty does not apply to or cover:

- Items subjected to abuse, misuse, neglect, alteration, or incorrect installation.
- Use of products for purposes other than original design including use for rental purposes.
- Variations or natural changes that may occur in the color and texture of fabric, leather, wood, or other materials. *Due to changes in fabrics, including styles, patterns, colors, and dye lots, replacement fabric may not match.*
- Damage incurred from shipping or storage, natural and manmade disasters.
- Labor or transportation charges incurred during the warranty period.

Warranty Period and Limitations:

Category	Warranty Period
Laminate and laminate case goods (PL, PLE, PL Plus, Elements) <i>Exceptions: glides (10 yrs.), slides (10 yrs.), hinges (10 yrs.), non-moving metal parts (10 yrs.)</i>	LIFETIME
Flip Top-Tables, flex, nesting, café/coffee, conference tables <i>Exceptions: non-moving metal parts (10 yrs.), casters (3 yrs.)</i>	LIFETIME
Electric Height Adjustable Table Bases <i>Exceptions: non-moving metal parts (10 yrs.), non-electrical components (5 yrs.), electrical components (2 yrs.)</i>	LIFETIME (tabletop)
Plastic Folding Tables <i>Limitations: Max weight capacity: 350 lbs. Do not place items with temperatures greater than 104°F (40°C) on table surface</i>	Five (5) years
LED task Lights <i>Exceptions: Ballasts (3 yrs.), bulbs (not warranted)</i>	LIFETIME
Electronic Components, Power Modules	Two (2) years
Glass Products	Two (2) years
Solero Panels <i>Exceptions: Fabric materials (3 yrs.), moving parts (5 yrs.)</i>	Fifteen (15) years
Lateral Metal Filing Storage	LIFETIME
Mobile Metal Pedestal Storage	Five (5) years
Seating <i>Exceptions: Mechanism, base, pneumatic cylinder, plastic/wood components (5 yrs.), upholstery material, foam cushions, seat pad (2 yrs.). Unless noted, maximum supported weight on all seating: 250 lbs.</i>	LIFETIME

Warranty and Service Claim Requirements:

Rocky Mountain Furniture Group will not pay for 3rd party repair service.

To process warranty or service claims please contact customer support (orders@rmf-group.com) & provide the following:

- Original purchase order number and date of purchase
- Model number of item and detailed description of the problem and/or part needed.
- Photos of the complete product, packaging material, defect or demonstration of the problem. Additional photos as required. Claims may be denied if carton or packing material has been discarded.



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