



DOC NO.	SHEQ-SBPG-0001-P002/SOP1-04	APPROVAL DATE	01.02.20
LINKED TO	SHEQ-SBPG-0001-P002/SOP1	REV. NO.	02

Warranty

We recognise the need for products that can stand up to continuous use. During the applicable warranty period, Seating, as its sole obligation, will repair or replace (at its option), any defective workmanship which fails under normal use. Any components not manufactured by Seating, will carry that manufacturer's warranty. The guarantee on fabric or leather is held entirely by the respective mill.

10-YR WARRANTY

All Okamura products. 10-year warranty on all workmanship and manufactured components, based on a productivity lifetime of 8 hour shifts a day.

7-YR WARRANTY

7-year warranty on all workmanship and manufactured components, based on a productivity lifetime of 8 hour shifts a day for operator and 3-5 hours a day for visitor chairs - in the following collections:

TREASURY: all products in this collection, except the Core and Cruize (5yrs)
ANTHOLOGY: only the following products from this range: Form, Quest and Nemesis

5-YR WARRANTY

ALL OTHER PRODUCTS: fall into this category. They carry a 5-year warranty on all workmanship and manufactured components, based on a productivity lifetime of 8 hour shifts a day for operator and 3-5 hours a day for visitor chairs. There is a very small number of our discontinued and imported products that may specify a warranty under 5-years.

PLEASE NOTE

To facilitate our warranty service, please keep your original proof of purchase and do not remove the warranty tag from the product (usually found underneath the seat).

- + The warranty commences from date of delivery to the client
- + An After-sales service call-out/transport fee may be applicable
- + The warranty only applies to products used on our recommended hour shifts/day and in suitable environments (see below)
- + Please request/download our product Clean & Care Guideline document
- + All fabric, foam and wooden components can be flammable, a flame retardant chemical can be applied to the product on request.

CLAIMS NOT COVERED

Our warranty does not apply to claims resulting from negligence or:

- + Products with our warranty plate removed
- + Fabric or leather (this is held by the supplier)
- + Customer's own fabrics stitched and upholstered by Seating
- + Incorrect installation or assembly of our products by the Customer
- + Alteration, modification of the product or substitution with any unauthorised components
- + Damage caused by vandalism, careless or incorrect usage
- + Any damages incurred during third party transport of goods will have to be claimed from the transporter directly. We can however quote on repairing these goods should this occur.
- + Seating shall not be liable for loss of time, inconvenience, commercial loss, incidental or consequential damages. Except as stated above, Seating will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products; but nothing contained herein will or will not be considered to exclude or restrict any liability on Seating's part for death or personal injury resulting from negligence.





After Sales Service

For us, product responsibility means more than the functional and design longevity of products. To this end, we offer an additional service to you in our dedicated repair centre.

PROCEDURE

If you need a repair – please first contact the dealer where you purchased your product.

Dealers: your service request needs to be sent through to our After-sales service department via email to the contact person below. Alternatively you may fill out a service request form on our website.

The following information must be provided for us to be able to attend to your request promptly and efficiently:

1. Contact details (address, contact name and contact number)
2. Product description
3. Reference to original order number/invoice number
4. Date of purchase
5. Warranty status (see tag/sticker under product)
6. Details of the non-conformity complaint relating to the product
7. Inspection required?
8. Quotation required?
9. Collection required?
10. Quantity of products for requested repair
11. Attached photograph of the whole product (from a slight distance), and a close-up showing the complaint.

PLEASE NOTE

- + Before repairs can be executed, an investigation will occur to determine if the fault is due to a Seating-manufacturing/workmanship, external supplier's or client misuse issue.
- + Any repairs/credits need to be authorised by the Seating Repairs department. We will then send a collection note to our transporter or the customer directly to arrange with their transporter to collect and deliver the goods to us.
- + Any damages incurred during third party transport of goods will have to be claimed from the transporter directly. We can however quote on repairing these goods should this occur.

CONTACTS

PLEASE EMAIL THE SERVICE REQUEST TO:

AFTER-SALES SERVICE MANAGER

Philip Schoeman
pschoeman@seating.co.za

PRODUCT LIFE CYCLE

Good design and choosing the right materials ensures a product will have a long life and be able to be recycled. Our products are designed for easy disassembly, allowing pieces to be separated easily and quickly for replacement or recycling. Once you have had years of enjoyable use from your chair, the following materials can be recycled: **plastic, unprocessed wood, steel and foam.**

*Please consider donating, selling or recycling old products.
Help us to keep furniture out of landfills, provide non-profit organisations with much-needed resources and encourage people to meet their sustainability goals.*