

# WARRANTY AND RENEWABILITY

Sauder® Manufacturing Co. (“Company”) provides the following warranty to the end-user and owner (“Owner”) of the new Sauder Worship Seating products (“Products”). All Sauder Worship Seating products are warranted to be of good quality and free from defects in material and workmanship under normal use for the periods noted below.

Years under Warranty – Structure							renewability	
Seating	1	2	3	5	10	25	full	component
Allure						X	X	
Bistro	X							
Cavetto						X	X	
Chandler	X							
Chill					X			X
Clarity™					X			X
Delta					X			X
Duet					X			
Encore					X			X
Jury Seat					X			X
Latitude						X		X
Laurelwood					X			X
Moment						X	X	
Oaklok					X			X
Paragon					X			X
Perk					X			X
Pews						X		X
PlyFold					X			X
PlyLok						X		X
PlyWedge					X			X
Puzzle					X		X	
Rally						X	X	
Unity®					X			X
Vantage					X			X
Vista					X			X
Wedgewood					X			X
Years under Warranty – Structure							renewability	
Tables	1	2	3	5	10	25	full	component
4700 Series						X		X
Summit						X		X
Tubular						X		X
Years under Warranty – Structure							renewability	
	1	2	3	5	10	25	full	component
Platform/Chancel						X		X
Frontals						X		X

The warranty information above covers the structure of the furniture: the laminated veneer or solid wood frame, the construction of the arms, table legs and stretchers, delamination of tables, and all fasteners and moving parts. \*Fabrics: Sauder Worship warrants Sauder Program Fabrics, if purchased through Sauder for use on Sauder products for a period of 10 years.

Company has assembled an extensive graded-in offering featuring a wide selection of upholstery selected for performance. Sauder Program fabrics are available through Absecon, C.F. Stinson, Culp, Maharam, Mayer, and Momentum. Company warrants these textiles to perform under normal conditions as furniture upholstery and when cared for according to cleaning and maintenance guidelines provided by the textile supplier. Proper care and cleaning is imperative for maximizing textile performance. However, in the unlikely event that one of these upholsteries does not perform in accordance with manufacturing specifications when used and maintained under normal conditions, and

the user has not misused, cleaned or attempted to clean using cleaning agents or procedures not suggested or approved by the textile supplier, Company will replace the fabric free of charge.

Years under Warranty – Structure							
Accessories	1	2	3	5	10	15	25
Book Rack - Chair					X		
Book Rack - Pew/Bench							X
Casters			X				
Cylinder Mechanism			X				
Fabric					X		
Foam - Auditorium					X		
Foam - Chair					X		
Foam - Lounge			X				
Foam - Pew/Bench						X	
Glides			X				
Interlocks					X		
Kneeler - Chair					X		
Kneeler - Pew/Bench						X	
Kneeler Assist - Pew/Bench			X				
Power Unit - 120V/USB	X						
Tablet Arm			X				
Spring Seat						X	

## EXCLUSIONS & CONDITIONS:

The following are specially excluded from the warranty:

1. Unauthorized representations or claims made by sales representative
2. Consequential, liquidated, incidental or special damages; Acts of God
3. Improper operation or abuse, alteration, modification or misuse of Products
4. Damage caused by Products being unduly subjected to water or damaged by U.V. rays (damage caused by ultra violet light from direct, indirect or diffuse sunlight or artificial lighting sources)
5. Damage caused in storing/moving Products or furniture after delivery and prior to installation – when stored at customer request
6. Damage caused by on-site construction process, other contractors or subcontractors, or the work of such contractors or subcontractors, including drywall dust
7. Owner/End User requested nonstandard components or customer-supplied components
8. Accessories that are considered consumables, including kneeler bumpers, pivots, floor pads and stops
9. Improper or inadequate maintenance and Products not maintained in accordance with the Sauder Worship Seating Care and Maintenance guide
10. Damage to the underlying facility or property, including normal wear and tear to floors from chairs
11. Natural and normal wear and tear of finishes/fabrics, including rips or tears not due to manufacturer defect
12. Differences or variances in color from sample material (except within commercially reasonable tolerances) to actual product, nor matching fabrics on separate orders
13. The matching of color, grain or texture due to the natural variation in wood, fabric and leather (except within commercially reasonable tolerances)
14. Fabric damage caused by stain, wax, vacuuming or improper cleaning (Note: Fabrics are not standard with stain repellent treatment)

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## GENERAL INFORMATION:

This warranty is in lieu of all other warranties express or implied, including any warranties of merchantability or fitness for a particular purpose. To the extent allowed by law, the terms of this warranty and any dispute in connection therewith, shall be governed by the laws of Ohio. The exclusive venue and forum for any dispute in connection with this warranty shall be Ohio. Rights may vary by state. This warranty is non-transferrable, starts on the date of the original product invoice, continues for the applicable time period and is strictly governed by and subject to the terms and conditions set forth herein.

Company Products meet ADA and International Building Code requirements. Any additional fire barrier code compliance will be expressly noted in Company's Contract or Purchase Order. Unless otherwise noted in Company's Purchase Order or Contract, Company shall not be responsible or liable for compliance with any other federal, state or local codes, regulations, ordinances, rules or laws. Company makes no representations or warranty with respect to the Products, or any installation of such Products, being in conformance or compliance with any such laws.

- A. We have agreements with our upholstery suppliers to assure that all products meet Association of Contract Textiles standards for bow and skew. We also further eliminate pattern variability in our cutting process. However, you may still notice some irregularities that are within industry standards and are not covered under our product warranty.
- B. Replacement, repair, or refund of the purchase price, (pro-rated for use), as determined by Company and is the "sole and exclusive" remedy under the warranty, and all incidental and consequential damages are excluded and disclaimed from warranty coverage.
- C. To receive benefits under the terms of this warranty, the purchaser must:
  - 1. Notify Company of the defect.
  - 2. Fill out Company service request form, which will be sent to you, and provide a description of the defect.
  - 3. Submit completed form along with applicable photos.
- D. Any disputes over the provisions of this warranty will be mutually reviewed by representatives of Purchaser and Company.

**E. ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED AND DISCLAIMED. THIS LIMITED WARRANTY IS THE ONLY WARRANTY FROM COMPANY APPLICABLE TO THE GOODS.**

## Resolution of Claims:

In the event there is a defect in the material or workmanship:

- 1. Company should be notified in writing or email of any warranty claim within 14 days of discovery of the alleged defect. Such timely written notice is a condition precedent to asserting and enforcing any warranty claim. Failure to do so will result in a waiver of any warranty rights.
- 2. Manufacturer will replace/repair (with original style or acceptable substitute) at its discretion, defective Products and workmanship. Such repair or replacement shall be the sole and exclusive remedy for defective Products or workmanship.
- 3. Any request for repair work or replacement of Products necessitated by damage caused by others shall be considered an order for extra work and a change order or invoice shall be issued.
- 4. Any disputes will be mutually reviewed and negotiated in good faith by and between principals for Company and Owner. If such negotiations shall fail, the dispute shall be subject to mediation as a condition precedent to arbitration or litigation.

## TYPES OF RENEWABILITY

**Fully Renewable:** These products have replaceable covers with hook and loop upholstery attachment and most components are replaceable as well.

**Component Replaceable:** Entire seat cushions (wood/foam/upholstery) and back cushions (wood/foam/upholstery) are replaceable. Additional replaceable components may vary per product. Additional component examples: Arms, tops, foot or casters, arm or back caps, handles, drawers or doors, etc.

See Chart for product details.