

Limited Product Warranty

Casegoods

- 10 years against failure due to materials and workmanship
- Laminate finishes are covered for a period of 5 years
- Veneer finishes are covered for a period of 3 years
- Expandable Table power/data/USB/HDMI unit
EXPPOW1 is warranted for a period of 1 year

Office Seating

- Lifetime on component Parts including pneumatic cylinder, control mechanism, base and casters.
- 3 years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

Ascend Adjustable Height

- 3 years against failure due to materials and workmanship

Metal Filing/Storage

- Limited lifetime warranty against failure due to materials and workmanship

Grain, color and finishes

Reception, Wood Guest and Lounge Seating

- 5 yrs structural integrity of frame • 3 yrs on seating wood finishes
 - 3 years on upholstery fabric and Foam against wear and deterioration (except leather)
 - Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.
- Minor variations in color, texture and grain are a natural part of leather hides, and therefore, are not covered by this warranty.
- C.O.M. Fabrics are not warranted by Office Star Products

Variation of grain and color are natural, inherent characteristics of wood, a living material. This variation is part of the beauty of real wood and anticipated in wood furnishings. Therefore, OSP Furniture is not warranted to match in grain or color or texture. It is a natural phenomenon for wood grain to change in color as it ages, and wood finishes are not warranted for color-fastness.

Warranty Exclusions

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 250 lbs. or less. This warranty will not cover labor, freight, or damage from misuse, abuse, negligence, alteration, assembly, installation, attachments, accident, vandalism, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damage is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty on all parts applies.

This warranty applies only to products purchased through authorized OSP Furniture dealers and products sold within the United States of America and the Commonwealth of Canada. This warranty does not apply to products used for rental purposes. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.



***** CUSTOMERS RECEIVING INSTRUCTIONS *****

INSPECT ON ARRIVAL This product has been inspected and packaged with durable internal packing and external corrugated. Responsibility for safe delivery was assumed by the carrier at time of shipment. **CLAIMS FOR LOSS OR DAMAGE TO THE CONTENTS SHOULD THEREFORE BE MADE UPON THE CARRIER AS BELOW.**

QUANTITY OF PIECES Check quantity of pallets/cartons received versus freight bill. Sign only for items received. **NOTE ANY DISCREPANCIES ON THE FREIGHT BILL AND REQUEST A CLAIM FORM FROM THE CARRIER IMMEDIATELY.**

VISIBLE DAMAGE Any external evidence of damage **MUST BE NOTED ON THE FREIGHT BILL OF LADING AND SIGNED BY THE TRUCK DRIVER.** Failure to adequately describe external damage may result in carrier's refusal to honor a damage claim. The form to submit a claim for the damage will be supplied by the carrier.

CONCEALED DAMAGE OR LOSS Concealed damage or loss is that which becomes apparent only after unpacking the merchandise. The merchandise may be damaged in transit due to rough and/or excessive handling even though carton may not show external damage. **OPEN ALL CARTONS ALL MERCHANDISE IMMEDIATELY.** If damage is discovered upon unpacking, **REPORT THE DAMAGE, IN WRITING, TO THE CARRIER WITHIN 14 DAYS OF THE DELIVERY DATE AND REQUEST AN INSPECTION REPORT.** Cartons and all packing must be held for inspection by carrier. Then, file a claim with the carrier as this damage or loss is the responsibility of the carrier.

It is the customer's responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by Office Star Products.



General Information

Receiving Instructions:

If shipment is received damaged, note damage on freight bill at time of acceptance and file claim for appropriate damages from the carrier. Be certain to also inspect for proper quantity of pallets/cartons and visible damage to cartons that may be evidence of concealed damage -- be certain all notations are made on original freight bill prior to signing. Concealed damage must be reported to the transportation company, in writing, within 15 days from the date of delivery. Therefore, open all cartons and inspect product immediately upon receipt. All damaged merchandise claims must be filed directly with the delivering carrier.

Terms of Sale: Net 30 days to firms who have established satisfactory credit; otherwise, payment in advance will be required. Past due accounts are subject to a finance charge of 1 1/2 % per month or 18% per annum.

Shipping Information: F. O. B. FACTORY

TITLE OF GOODS: Passes to purchaser and our responsibility ceases when shipment is accepted for transportation by any carrier from our factory. Carrier routing will be established by our Traffic Department if not indicated on purchaser's order. All shipments will be on a **COLLECT** basis unless otherwise instructed on order. If shipment is received damaged, note damage on carrier freight bill at time of acceptance and file claim for appropriate damages from the carrier. Concealed damage must be reported to the transportation company within 15 days from the date of delivery. All damaged merchandise claims must be filed directly with the delivering carrier.

Returned Goods: Returned merchandise will not be accepted unless authorized in writing prior to return, ship freight prepaid, in original carton, and if applicable, will be subject to a restocking charge of 20%.

C.O.M. FABRIC: Customers own material. Cost: "B" grade pricing. Fabric shipped pre-paid to Office Star Products. Customers own material is not warranted. C.O.M. Form must accompany fabric or order.

Note: COM orders are custom, and therefore, not subject to return.

Order Changes and Cancellations: Due to expedited shipping schedules, Office Star Products must limit customer changes and cancellations. A restocking charge of 20% will be invoiced for any product cancelled or changed after production has begun. Production normally begins 72 hours after receipt of order.

SPECIFICATIONS ARE SUBJECT TO CHANGE DUE TO MANUFACTURING IMPROVEMENTS. ALL MODELS SHIP RTA (READY-TO-ASSEMBLE) UNLESS OTHERWISE NOTED. ALL MEASUREMENTS AND WEIGHTS ARE NOMINAL UPS WEIGHT IS THE DIMENSIONAL BILLING WEIGHT FOR UPS SHIPPING

TO MAKE A WARRANTY CLAIM

Contact Parts Department via E-mail parts@officestar.net, by Fax 1-909-930-5629, or toll free parts number 1-800-950-7262, Monday through Friday 8:00 a.m. - 5:00 p.m. Pacific Time. Provide model number and description of the problem and obtain confirmation number. At its option, Office Star Products will:

- a. Supply compatible components of current manufacture.
- b. Repair the customer's component.

It is the customer's responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by Office Star Products.

Care and Cleaning:

- Vacuum or brush fabrics at least once a week.
- Protect from glaring sunlight.
- Use a damp cloth to clean other surface areas.
- Check screws for tightness, clean and lubricate moving parts such as chair controls and casters every three months.

Please Note:

Due to differences in dye batches and variations in printing as well as viewing environments and uneven color fading, there will be slight variations in color.

Exact matching may not be possible.

OSP Furniture veneer case goods- Are to be cleaned with a solution of 9 parts water and 1 part rubbing alcohol. Laminate case goods can be cleaned with the same solution of 9 parts water and 1 part rubbing alcohol or a non-abrasive cleaner, such as Windex. Always use a clean, non-abrasive, soft cloth.

Natural Wood- Is made up of millions of cells relying on absorption of pigments and dyes. The absorption rate and capacity of absorption is affected by numerous factors. While each manufacturer has its own processes and wood types and although they may call their finishes by the same name, all natural wood products are subject to variations in shade and product from different manufacturer's and may not exactly match with each other (i.e. Cherry, Mahogany, etc.).