



# Herman Miller International Warranty

## A warranty is a promise.

**Here's ours: 12 years, 3 shifts, labour included.**

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Our warranty covers everything – including electrical components, castors, pneumatic cylinders, tilts, and all moving mechanisms.

It recognises the changing nature of work and the need for products that can stand up to continuous use.

And it means that when warranty work is performed, you don't foot the bill.

At Herman Miller, we work for a better world around you. Our products and our promise to stand by their quality 100 percent are designed to improve your environment whether it's an office, hospital, school, home, an entire building, or the world at large.



All products sold under the Herman Miller brand, including Herman Miller Healthcare products, Geiger® products, Eames® aluminum group, Eames soft pad™ group, Eames executive chairs, Eames tables, CBS, and POSH products, are backed by our 12 year, 3 shift warranty, except as limited or described below. Warranty information for Nemschoff products can be found by visiting [nemschoff.com/customer-service/warranty](https://nemschoff.com/customer-service/warranty). Warranty information for Maharam® textiles can be found by visiting [maharam.com/site/terms](https://maharam.com/site/terms). Warranty information for naughtone products can be found by visiting naughtone [bit.ly/naughtonewarranty2017](https://bit.ly/naughtonewarranty2017).

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## Herman Miller Products

### 10 year

GSS, Buddy, Towers and APAC Connection Series storage.

### 8 years

Imagine Desking and Panel system; Optimis Desking system; CK2, CK8, CKL & LK storage; Express and Activity seating products.

### 5 years

Herman Miller Collection products; Connect™ power and data; Cubert™, Flute™, and Tone™ personal task lights; Exclave™ whiteboards, tackboards, and accessories; Flo® power hub; Lolly and Amble personal lights; Tabetha; Formwork® and Ubi™ liners; Logic Power Access Solutions; Mbrace wall-mounted technology; Ode™ lamps; Procedure/Supply Carts keyless lock bars; Twist™ LED task light; Ubi USB power module; Herman Miller Europe Alliance Product; Box and Kumi storage; EN Panels; SL desking series; all other POSH branded storage and seating products.

### 3 years

Herman Miller Collection outdoor products; Compass™ system faucet.

### 2 years

Magis and Mattiazzi branded products from the date of purchase by the original purchaser.

### 1 year

Formwork stackable desktop storage; Nelson™ Bubble Lamps®; Lifeworks Portfolio; Anywhere case; Capelli stool.

### None

Beware of Imitations poster; Exclave eco boards; Girard throw; Maharam Memory 3 game; Maharam pillows; Textiles & Objects poster.

## Herman Miller Materials

### 5 years

All standard fabrics applied to seating products (exceptions covered under 12-year warranty include: AireWeave™ 2, Balance, Bingo, Colorguard, Crepe, FLEXNET™, Leather, Lyris™ 2, MCL Leather, Mercer, Pellicle®, Rhythm, and Strata); Sayl™ knit back cover.

### 1 year

Herman Miller Design on Textile (DOT™) and Customer's Own Image (COI).

## Parts and Components

### 10 years

Augment Ratio electrical lifting mechanism and control gear.

### 5 years

Electronic ballasts used in task lighting; keyless lock on Compass; mechanical components (drive shaft, motor, etc.) on Locale® height-adjustable surface; mechanical and electrical components on Motia™ sit-to-stand tables; Renew™ sit-to-stand pneumatic counterbalance and crank mechanism; power leg access option on Renew sit-to-stand tables; electrical lifting mechanism and control gear used on Layout Exchange, Alvar, Atlas and Ratio; T2 Desk re-winders.

### 3 years

All service parts; electric motors for Co/Struc® height-adjustable tables; Jacket hangers.

### 2 years

Electrical components (switch, control box, etc.) on Locale height-adjustable surface.

### 1 year

Compass system faucet sensors and control box.

### 6 months

All other products, parts, and any services not listed above, sold or furnished by Herman Miller or its subsidiaries, except for consumable products such as dry-erase markers, erasers, light bulbs, fans, and other electronic products for which no warranty is given.

## Other Manufacturers' Products

Herman Miller does not warrant other manufacturers' product but will pass through to the original purchaser any warranty supplied by other manufacturers to the extent possible, including, but not limited to, open-line laminates.



### Provisions that apply to all Herman Miller-branded products and services:

Herman Miller, Inc. ("Herman Miller"), 855 East Main Avenue, PO Box 302, Zeeland, Michigan 49464-0302, USA, warrants the products sold by it and its subsidiaries to be free from defects in material and workmanship, regardless of the number of shifts during which the products are used, for the warranty periods specified below.

This limited warranty covers the sale of Herman Miller product in all countries. Not all of the product lines appearing on this list are marketed by Herman Miller in all countries, and appearance on this list does not imply an offer for sale of a product line in a particular place. Product line availability is defined in current price lists applicable to different regions.

During the applicable warranty period, Herman Miller, at its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty, which fails under normal use as a result of a defect in material or workmanship. Herman Miller will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire new product from Herman Miller, its subsidiaries, or its authorised resellers. Any product, part, or component must have been used according to Herman Miller's published instructions and installed and maintained by a Herman Miller factory-trained technician or an authorised Herman Miller dealer installer. If these requirements are met, warranty coverage will be extended. Any misuse, abuse, or modification to the original product voids the warranty. Herman Miller does not warrant the performance of the product when used in combination with other than original Herman Miller product.

Limited warranty only covers Herman Miller provided products, components, and related repair work performed by Herman Miller authorised dealers.

The warranty period starts from the date of purchase.

This document inclusively describes all of the warranties given and remedies available with respect to the company's products and services. Herman Miller and its subsidiaries disclaim any other warranty whether express or implied, statutory or otherwise, in relation to the products.

### Herman Miller does not warrant:

- natural variations in wood grain or figure or the presence of character marks.
- changes in surface finishes, including colourfastness, due to aging, exposure to light or direct sunlight.
- marks, scars, or wrinkles occurring naturally in leather.
- veins, marks, voids, fissures, or cracks found naturally in stone.
- failure resulting from normal wear and tear.
- pilling of textiles.
- matching of colours, grains, or textures of natural materials.
- colourfastness or the matching of colours of textiles or surface finishes, including an exact match to cuttings, samples, or swatch cards.
- damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp objects or imprinting from writing instruments.

- changes in the decibel level of motors or mechanisms utilised in height-adjustable products.
- damage or marking of materials or abrading of textiles over time caused by sharp or foreign objects.
- discolouration of textiles and surface materials due to soiling, stains, or dye transfer from clothing, including denim.

Herman Miller tests Customer's Own Material (COM), non-standard fabrics and other customer-supplied items for manufacturing quality only and does not provide any warranty with regard to these materials.

Herman Miller does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

**TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED AND TO THE EXTENT THEY ARE LEGALLY REQUIRED, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.**

**HERMAN MILLER SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**


Applies in US only: Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the two preceding paragraphs may not apply. This warranty gives the purchaser specific legal rights; however, the purchaser may also have other rights that may vary from state to state.

Applies outside US: Except as stated above, Herman Miller 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 be considered to exclude or restrict any liability on Herman Miller's part for death or personal injury resulting from negligence.

**Effective March 2018**

## HermanMiller

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