

Limited Lifetime Warranty

This warranty is given to the initial purchaser and is valid for as long as the product is owned by the original Buyer. The warranty, which runs from the date of manufacture, covers defects in materials and craftsmanship found during normal usage of the products during the warranty period. If a product is defective, and if written notice of the defect is given to AIS within the applicable warranty period, AIS (at its option) will either repair or replace the defective product with a comparable component or product. The limited lifetime warranty applies to all products regardless of the number of shifts the product is used each day except as noted below.

Applicable Warranty Period	Products / Restrictions
Lifetime (as defined below)	All AIS branded products (except as noted below)
Ten (10) Years	Electrical products Seating & Lounge (frames and control mechanisms) Calibrate Series Calibrate Community AIS CaseWorks Height Adjustable Tables (5-year electrical components) Height Adjustable Table Bases (5-year electrical components) Performance Monitor Arms
Ten (10) Years - Rated for 24/7 Shift	Devens Seating (frames and control mechanisms)
Five (5) Years	Moving parts, which include keyboard mechanisms, locks, suspensions, casters. Calibrate Dry Planters - <i>Use of water or soil will void warranty under use regulations.</i> Seating & Lounge - pneumatic cylinders, casters, glides, bases and arms. AIS fabrics, upholsteries, mesh and PET materials
Three (3) Years	Outdoor Collection* Pillows
Two (2) Years	SmartDock and SmartPower

All glass in AIS' product lines is tempered glass. By tempering the glass, the result is a stronger material that, if broken, fractures into smaller, less dangerous pieces. Tempered glass is commonly referred to as 'safety glass' due to this breakage feature. While the glass is stronger through tempering, it is critical to still handle with extreme care and caution, and avoid impact that could result in damage. While uncommon, small impurities in the glass introduced during the tempering process, or damages to the edges resulting from handling or use, can cause unpredictable and spontaneous glass breakage, which is excluded from the AIS warranty.

*Outdoor Collection warranty does not cover color change, including fading due to weathering and sun exposure. Color matches on replacement parts are not guaranteed or warranted. Furniture that has been exposed to sun and weather may have color and appearance changes. Rust resulting from scratches, dents or surface abrasion is not covered under warranty. Surface rust, especially on steel components may occur depending on the level of exposure to the elements.

At AIS, we take great pride in offering a diverse selection of high-quality materials including but not limited to textiles, laminates, PET, mesh, etc. However, AIS cannot guarantee uniformity in dye lots across different production runs. As such, AIS is not liable for any variations in dye lots or color discrepancies in any of our products that may occur between orders. We encourage customers to review samples for color and texture matching prior to purchase. We are committed to providing exceptional products and are confident that our selection of textiles will meet your expectations for both aesthetic appeal and durability.

This warranty does not apply to normal wear and tear damage caused by carrier, damage caused by transport of product from one site location to another, alterations to the product not expressly authorized by Seller, and products considered to be of a consumable nature such as bulbs and light ballast. AIS Seating normal use as defined under this warranty is the wear and tear that occurs during a 40 hour week when the product is used by a person weighing 300 pounds or less. AIS will not warrant any altered components or parts.

This warranty shall not cover labor or delivery charges and does not apply to items subjected to abuse, misuse, neglect, alteration, damage cause by shipment, storage, accident, fire, flood or act of God. The limited warranty is the sole remedy for product defect and no other expressed or implied warranty is provided, including but not limited to any implied warranties of merchantability or fitness for a particular purpose. AIS shall not be liable for consequential or incidental damages arising from any product defect. A customer's exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be repaired or replaced as specified above.

It also does not apply to customer's own material (COM - i.e. material specified by Buyer that is not a standard AIS product offering) used in the manufacture of AIS products. Special Products that are not offered in the AIS standard price list will have a warranty of one year. A product will not be considered defective and Seller will not be obligated to replace it, if the product is not installed properly or is used in a "non-standard" fashion as prescribed by AIS. It is at the sole discretion of AIS to make a determination if a defect is due to improper product installation.

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECT AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AIS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES.