ROBERTS
Office Furniture Concepts, Inc.

Roberts OFC, Inc.: Warranty/Services (January 1st, 2023)

Lifetime Limited 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 for our manufactured and remanufactured products, 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 determined defective within the applicable warranty period, ROFC (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.

Exceptions to the above warranty:

Five (5) years

- Electric Sit-Stand bases
- High wear covering materials such as
  - Fabrics
  - Laminated products (HPL and LPL) worksurfaces-millwork
- Moving parts, to locks and suspensions

Ten (10) Years

- High wear items such as office doors, their frames and mechanism
- Workstation electrical components

Exclusions to the above warranty:

This warranty does not apply, and no other warranty applies to:

- Normal wear and tear
- Modifications or alterations made to the products not approved by ROFC, Inc.
- Failure to apply, install, or maintain products according to product instructions and warnings
- Abuse, misuse, or accident
- Products used for rental purposes
- Use of a customer's own materials (COM) being applied to ROFC products, e.g., fabrics, laminates, powder-paint finishes, as well as other materials provided by the purchaser are not warrantied.
- Product or material (color, texture, or finish) variations that occur due to the exposure to environmental elements such as extreme sun and/or temperature.
- Products considered consumable (e.g., lamps and ballasts).
- Damage caused by freight carrier in-transit and/or improper installation is handled under separate terms.

This warranty does not apply to normal wear and tear and/or damage caused by carrier, damage caused by transport of product from one site location to another, alterations to the product not expressly authorized by ROFC, and products considered to be of a consumable nature such as bulbs and light ballast. ROFC 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 caused by shipment, storage, accident, fire, flood, or act of God. The limited warranty is the sole remedy for product defects 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. ROFC 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 the customer's own material (COM - i.e., material specified by Buyer that is not a standard ROFC product offering) used in the manufacture of ROFC products. A product will not be considered defective and ROFC 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 ROFC. It is at the sole discretion of ROFC to decide if a defect is due to improper product installation.

THIS LIMITED WARRANTY IS THE CUSTOMER'S 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. ROBERTS OFC SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

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