



Roberts OFC, Inc.: Lifetime Limited Warranty:

Our Steelcase and Herman Miller products remanufactured and sold by Roberts Inc. are represented as “remanufactured”, not “new”. We want our products to not only look like new, but perform like new as well. Because of this, our products carry the same Lifetime Limited Warranty as provided by the original equipment manufacturers.

Roberts OFC, warrants that our manufactured and remanufactured products are free from defects in design, materials and workmanship. We will repair or replace, with comparable product, free of charge, any product, part, or component, which fails under normal use as a result of such defect. This warranty applies from the date of installation, regardless of shift usage and is valid only to the original purchaser, for as long as the original purchaser owns the product.

Exceptions to the above warranty:

- 5 years on high wear items such as office doors, their frames and mechanisms.
- 3 years on all fabrics, textiles and laminates that are rated for general contract of single shift use
- 3 years on electrical components
- 1 year on wood veneers

Exclusions to the above warranty:

This warranty does not apply to product failure resulting from:

- Normal wear and tear
- Failure to apply, install, or maintain products
- Abuse, misuse, or accident
- Alterations or modifications of the product

The following products and materials are not covered by this warranty:

- Products considered consumable (e.g. lamps, LED and ballasts)
- Customer’s own material (COM) or non standard textiles or materials
- Variations occurring in surface materials (e.g. colorfastness or matching grains, textures and colors across dissimilar substrates and lots: e.g.; Laminate, paint, veneers, stains, plastics and fabrics). These are materials that are manufactured in bulk under the strictest of guidelines, but still have acceptable variances that all said manufacturers work within as industry standards.
- Other manufacturer’s products (e.g. seating, articulating keyboard trays, user adjustable work surface mechanisms etc.) not produced by Roberts OFC, would be covered under their own published warranties.

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. ROBERTS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT.

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