



# CONCEPT SEATING

Division of Laacke & Joys Company, LLC

## 24/7 Intensive Use Seating Warranty Policy

Laacke and Joys Company LLC warrants, to the original purchaser of Concept Seating 24/7 seating products, that the steel seat frame shall be free from product failure under normal 24/7 use for a period of 10 years from the original date of manufacture, with the exception of model 3156, for which the steel seat frame will be warranted for a period of 6 years from the date of manufacture.

All other components of the Concept Seating 24/7 Intensive Use chairs are warranted against product failure (as defined solely by Laacke and Joys Company LLC; see exceptions below) for a period of 6 years from the original date of manufacture. All warranty claims will be remedied via the method which is most appropriate for each individual situation as determined solely by Laacke and Joys Company LLC.

The warranty further covers:

- The steel foot ring and 200mm cylinder on the Concept Seating 24/7 stool model is warranted for 2 years. ***This does not apply to the Two-Step Stool models, which are fully covered for 6 years.***
- Shipping costs for parts replaced under warranty will be paid by Laacke and Joys Company LLC for the first 2 years of the warranty term, with the customer responsible for all shipping costs after the first 2 years.

Examples of what the warranty does not cover:

- Abuse, alteration, misuse, or negligence of the chair or its components at the sole discretion of Laacke and Joys Company LLC.
- Failure to follow the manufacturer's assembly, operating and/or preventative maintenance instructions, either by purchaser or third-party
- Use of models 3142, 3142r1, 3150(HR), or 3152(HR) by persons weighing over 550 pounds, or the use of model 3156(HR) by persons weighing more than 800 pounds
- Products exposed to extreme environmental conditions such as water, smoke, excessive humidity, corrosive materials or improper storage (products should be stored in a dry, climate controlled environment.)
- Products sold by unauthorized dealers.
- Minor variations of color in cover materials against sample swatches or previous purchases.
- Minor irregularities of color, surface, grain, texture, wrinkles or stretch marks in natural leather.
- Fading or discoloration over time or due to soiling, staining, or dye-transferring from clothing.
- Labor costs associated with the installation of warranted parts.
- Any damage not noted on the freight bill before signing at time of delivery

In no event shall the total liability of manufacturer resulting from product failure, as damages or otherwise, exceed the purchase price of the product. Neither Laacke and Joys Company LLC nor their authorized dealers under any circumstances shall assume responsibility for loss of time, inconvenience, commercial loss, expenses for travel, lodging, or damage to personal property, loss of revenue, or incidental or consequential damages.

Laacke and Joys Company LLC reserves the right to make changes or improvements in the design of Concept Seating products without obligation to make corresponding changes or improvements in previously manufactured Concept Seating products.

All warranty claims must be submitted using the online claim form at [www.conceptseating.com/warranty-claim](http://www.conceptseating.com/warranty-claim).

This is the exclusive and complete warranty made by Laacke and Joys Company LLC with respect to the Concept Seating 24/7 Intensive Use seating products. No person whatsoever is authorized to make any representation, warranty, or promise on behalf of the manufacturer. Laacke and Joys Company LLC makes no other expressed warranties and disclaims any and all implied warranties. The remedies set forth above pertaining to repair or replacement of parts or materials are exclusive of all other remedies. Dealer makes no warranty on his or her own.

**800.892.5563**

**CONCEPTSEATING.COM**

Form # CS1002 Warranty Policy Rev. 3, 03/10/2020