

Warranties

- This warranty is given to the initial purchaser and is valid from the date of purchase, for as long as the initial purchaser owns the product. This warranty covers defects in material and craftsmanship found during normal usage of the product during the warranty period. Normal usage is defined as the product's intended application and in an indoor environment that conforms to the ANSI/ASHRAE Standard 55: Thermal Environmental Conditions for Human Occupancy (relating to air temperature, mean radiant temperature, air velocity, clothing insulation, metabolic rate, and humidity). For task chairs, proper usage is 8-hour shifts, a total of 40 hours or less per week, by individuals weighing 250 lbs or less. For soft seating, by individuals weighing 225 lbs or less per seat. Friant's warranty does not cover usage other than normal usage as defined in the previous sentences.
- All chair frames, including metal, wood and plastic parts, and control mechanisms are guaranteed against structural failure for ten years, under normal commercial use and to the original purchaser with the exception of our Axiom chair which is offered under the same guarantee for five years.
- Casters and upholstery (fabric and mesh) have a five year commercial use warranty. Gas cylinders have a two year commercial use warranty.
- Should any item require repair, please return product to the Dealer from whom it was purchased. The Dealer will send the defective part to Friant, freight prepaid. Friant will repair or replace the defective part and return it to the dealer, freight prepaid
- A product will not be considered defective, and Friant & Associates will not be obligated to replace it, if it is not installed in a proper manner (i.e. product not leveled, not secured properly, etc.) or if it is not used in a manner and/or in an environment that constitutes normal usage, as defined above.
- Please request written authorization before returning defective parts to Friant, returned defective parts will not be accepted without prior written authorization. Labor and service are not covered under this warranty.
- This warranty does not apply to items subjected to abuse, misuse, neglect, alteration, or damage caused by shipment, storage, accident, fire, food or an act of nature.