Smith System®

Limited Lifetime Warranty

The following Smith System warranty applies to products shipped after May 1, 2021.

Smith System promises to repair or replace any Smith System brand product or component that is substantially defective (loss of serviceability) in material or workmanship for twelve years and lifetime for metal frames on chairs and tables for the original purchaser, or at our election give credit up to the invoice price of the product only. This is your sole and exclusive remedy for products found by Smith System to be defective. This warranty, which runs from the date of shipment, is subject to the limitations, exclusions, and other provisions below.

Smith System may repair or replace, at its sole discretion, any portion of the subject product, which proves to be defective under the terms of this limited warranty at no further cost to the buyer. Smith System shall be liable under this limited warranty only for the cost or, at its option, the repair or replacement of defective products. Smith System will not pay labor costs associated with repairs or replacements. All incidental or consequential damages which may arise, including, but not limited to, lost profits, personal property damage, and third-party liabilities are hereby expressly excluded. Likewise, Smith System will not be responsible for any damage to the customer's property caused by the incompatibility of the product with the customer's flooring and other customer property.

Exclusions:

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

- Normal wear and tear, which are to be expected over the course of ownership.
- Defects caused by abusive or abnormal use of the product.
- Damage caused by the carrier in transit, which will be handled under separate terms.
- Modifications or attachments to the product that are not approved by Smith System.
- Products that were not installed, used or maintained in accordance with product instructions and warnings.

Smith System products (not including Flowform® Outdoor) are not intended or warranted for outdoor use. In addition, some natural color variations occurring in plastics, laminates, paints, or other natural materials are inherent to their character, and cannot be avoided. Therefore, they are not considered defects. Smith System does not warrant the colorfastness or matching of colors, grains, or textures of such materials. Customer's own materials selected by and used at the request of a user are not warranted.

* Recommended that Flowform Outdoor soft seating be bolted to a stable surface and be set in a covered area. Damage to Flowform Outdoor soft seating caused by animals and/or natural disaster is not covered under warranty.

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Warranty Period

- Lifetime on Chair/Desk/Table frames.
- Lifetime on Cascade® Storage and Free Standing Pedestals.
- Lifetime on Booktrucks and Carts.
- Lifetime on wire book baskets, backpack hooks and technology baskets.
- Lifetime on all totes and tote rails.
- Fifteen year on Theorem® Dolly.
- Twelve year on Chair Shells & Table Tops.
- Twelve year on Oodle®.
- Twelve year on casters.
- Five year on glides & bushings.
- Flowform® Storage
  - Five year on vinyl end panels.
  - Twelve year on laminate components.
  - Lifetime on frame components.
- Constellate™ Storage
  - Twelve year on laminated components.
  - Lifetime on frame components.
  - Lifetime on totes and tote rail.
- Five year on all pneumatic lifts.
- Five year on Elemental® Nest and Fold flip mechanism.
- Five year on Cascade® Air motor and fan.
- Two year on Cascade® Air electronic components.
- Five year on Flowform® soft seating.
- Three year on Flowform® Outdoor soft seating and tables.
- Two year on PET Screens and Flowform® Learn Lounge Trees.
- One year on optional whiteboard Cascade® & Flowform® storage backs.
- One year on Formica dry erase markerboard -90 laminates.
- Three year on OpenSpaces brand line.
- Five year on Isle Floor Cushion
- Fifteen year on Isle Floor Cushion Cart

Please contact Smith System at 1-800-328-1061 if you have further questions.