

New/Remanufactured Furniture Systems

Open Plan Systems (OPS) at 4700 Deepwater Terminal Road, Richmond, VA 23234 warrants the products to be free of defects in materials and workmanship for as long as the original purchaser owns the product. This warranty extends from the date of installation and is based on normal usage of the product. This warranty does not apply to possible damage or misuse of the product and does not cover normal wear and tear such as laminate chipping or the soiling / fading of fabrics. The Lifetime Warranty applies to all Open Plan Systems' products with the exception of those high wear components noted below.

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|---|----------------|
| OPS Furniture Systems | Lifetime |
| Fabric (Furniture Systems) | Five (5) Years |
| Electrical Components | Five (5) Years |
| Drawer / drawer glides, casters, and adjustable work surface mechanisms | One (1) Year |

Upon being notified of potential warranty defect, Open Plan Systems will either repair or replace the item as originally specified. Damage caused by freight carrier is not covered under this policy.

This warranty does not apply to consumable products such as light bulbs or surge protection products. Product alterations or modifications not explicitly approved by Open Plan Systems do not qualify for this warranty. Also, this warranty does not cover the installation, relocation or reconfiguration of product by other than Open Plan Systems authorized personnel.

Open Plan Systems shall not be liable for incidental or consequential damages arising out of a claim of defective product. This warranty is in lieu of all other expressed or implied warranties and constitutes the sole and exclusive liability of Open Plan Systems.

Casegoods

Open Plan Systems warrants to the ORIGINAL PURCHASER ONLY that all casework products manufactured will be substantially free from defects in material and workmanship for a period of 10 years under normal use in standard office conditions. OPS will replace or repair at its option defective items.

The warranty period starts from the date of purchase.

General Commercial Seating

Open Plan Systems offers a lifetime warranty for general commercial seating which covers all chair components including pneumatic cylinders, bases, glides, plastic seats, backs and other structural components.

The warranty applies to single shift, standard commercial usage, defined as a standard eight (8) hour, forty (40) hour week for users weighing up to 300 pounds.

Exceptions to the warranty for general commercial seating are as follows:

- Foam, textiles and mesh material are warranted for five (5) years
- Control mechanisms and casters are warranted for twelve (12) years

General Commercial product series that apply under this warranty currently consists of the Elevation Series Seating.



Light Use Seating

Open Plan Systems offers light use seating that is warranted for ten (10) years for the original purchaser. The warranty covers all components (frames, glides and arms). The foam / textiles are warranted for five (5) years.

The warranty for this light use series applies to single shift, standard commercial usage, defined as a standard eight (8) hour, forty (40) hour week for users weighing up to 250 pounds.

Light use product series that apply under this warranty currently consists of the Value Series Seating.

Seating Warranty Summary

Open Plan Systems warrants that this product will be free from defects in its material and workmanship for as long as the original purchaser owns the product. The company will repair or replace, at its option, without charge to the original purchaser only, defective products or parts from normal use.

| Seating Type | Components Warranty for Original Purchaser | Use Time for Warranty Coverage | Exceptions |
|--------------------|--|--------------------------------|--|
| General Commercial | Lifetime | 8 hours/ 5 Days Per Week | Foam / Textiles / Mesh - 5 Years Control Mechanisms, Casters - 12 Years |
| Light Use Seating | 10 Years | 8 hours/ 5 Days Per Week | Foam / Textiles - 5 Years |

For any product category, Open Plan Systems' warranty does not cover the cost of transportation or labor. Repair or replacement will be at the discretion of Open Plan Systems.