

# warranty

## WIELAND WARRANTY

All Wieland products are warranted to the original purchaser against factory defects in workmanship and materials which first arise and are reported to Sauder Education within the applicable warranty periods.

product	years under warranty					
	1	2	3	5	10	25
Accord™						X
Allay®						X
Arris						X
Bridge						X
Cannon						X
Capital						X
Chancel						X
Cove						X
Flow						X
Kindred						X
Loop						X
Plylok						X
Reflect						X
Rally						X
sleepToo®						X
Tables						X

product	years under warranty					
	1	2	3	5	10	25
Trace						X
Versant						X
Autumn					X	
Deli					X	
Encore-G					X	
Horizon					X	
Kidz					X	
Laurelwood					X	
Link					X	
Mission					X	
Oaklok					X	
Parlor					X	
Plyfold					X	
Trey®-G					X	
Unity					X	
Vantage					X	
Wedgewood					X	

accessory	years under warranty					
	1	2	3	5	10	25
Accord™ Intelli-Trac™					X	
Accord™ Recline Mech					X	
Accord™ safebrake					X	
Accord™ Transfer Arm					X	
Allay® Ottoman Mech					X	
Allay® Drawer Slides		X				
Arris Recliner Mech		X				
Arris Sleep Chair Mech					X	
Capital Recliner Mech		X				
Capital Sleep Chair Mech					X	
Cove Brakes			X			
Cove Recliner Mech					X	
Plyfold SmartRail®					X	
Power Unit - 120V/USB	X					
Pneumatic Cylinder				X		
sleepToo® Drawer Slides		X				
sleepToo® Ottoman Mech					X	
sleepToo® Nylon Back Fabric				X		
sleepToo® Table and Table Mech					X	
Tablet Arms, Casters and Brakes			X			
Versant Recliner Mech					X	

This warranty covers the structure of the furniture: the laminated veneer or solid wood frame, the construction of the arms, table legs and stretchers, and all fasteners. This warranty also covers the foam against defects in its manufacture and composition for this same 25-year period. Under this warranty, Company will, at its option, either replace or repair furniture returned to it or will supply the Customer with replacement parts. Any labor required to upgrade the units may or may not be covered under our warranty without prior consent in writing by Wieland. Any work performed by a non-approved 3rd party will void the warranty. All freight charges for returns or replacements will be paid by Company during the 25-year warranty period. Fabrics, finishes, COM—and all items beyond the control of Company are not covered by this warranty.

## WIELAND FABRIC WARRANTY

Wieland has assembled an extensive graded-in offering featuring a wide selection of fabrics, woven Cryptons®, and vinyls selected for their performance in healthcare environments. These fabric patterns purchased by Wieland [through Architex, Arc-com, C.F. Stinson, Maharam, Mayer, & Momentum] are warranted, if purchased through Company, for a period of five (5) years, 24/7 usage. Company warrants these textiles to perform under normal conditions as furniture upholstery and when cared for according to cleaning and maintenance guidelines provided by the textile supplier.

Proper care and cleaning is imperative for maximizing textile performance on Wieland products. However, in the unlikely event that one of these fabrics, woven Cryptons®, or vinyls does not perform in accordance with manufacturing specifications when used and maintained under normal conditions and the user has not misused, cleaned or attempted to clean the fabric or vinyl using cleaning agents or procedures not suggested or approved by the textile supplier, Company will replace the fabric free of charge.

*The following are specially excluded from the warranty:*

- Any custom components that are not a part of the Wieland standard line. This would include, but not be limited to, custom-designed parts or customer specified components, such as fabric, vinyl, foam, etc., that are not a part of the standard Wieland line.
- Accessories such as light bulbs that are considered consumables.
- Furniture that's been unduly exposed to the elements such as water, light radiation, etc.
- Damage caused in storing/moving products or furniture after delivery and prior to installation – when stored at customer request.
- Damage caused by on-site construction process, other contractors or subcontractors, or the work of such contractors or subcontractors, including drywall dust.
- Damage as the result of accident, fire, flood, civil disorder, strike, Act of God, abuse, misuse or any cause outside of ordinary usage.
- Scratching or natural wearing of finishes on chairs and tables.
- Any responsibility for the effects the chairs have on flooring.
- Damage caused from shipping.

### General Information:

- We have agreements with our upholstery suppliers to assure that all products meet Association of Contract Textiles standards for bow and skew. We also further eliminate pattern variability in our cutting process. However, you may still notice some irregularities that are within industry standards and are not covered under our product warranty.

- Wieland agrees to replace, repair or refund, at its discretion, defective parts in material or workmanship.
- To receive benefits under the terms of this warranty, the purchaser must:
  - Notify Wieland of the defect.
  - Fill out Wieland service request form, which will be sent to you, and provide a description of the defect.
  - Submit completed form along with applicable photos.
- Any disputes over the provisions of this warranty will be mutually reviewed by representatives of the purchaser and Wieland.
- All other expressed or implied warranties, made by any sales representative, agent or other representative, including any warranty of merchantability or fitness for a particular use, are hereby excluded.