



SICO® Soft Seating Warranty

The SICO® Warranty is our statement of confidence to you, our customer, that your investment in SICO® Soft Seating comes with our guarantee of performance. SICO America Inc. ("SICO®") is proud to offer a one (1) year warranty, as defined below. This warranty is valid from the date of delivery to the original purchaser, whether purchased directly from SICO® or from an authorized SICO® dealer. SICO® MAKES NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MAKES NO EXPRESS OR IMPLIED WARRANTIES BEYOND THE WARRANTIES EXPRESSED HERE.

PERFORMANCE GUARANTEE

- Product will be free from defects in material and workmanship
- Lifetime warranty on welds only applies to active products

1 YEAR WARRANTY

- Fabric and upholstery will be free from defects in material and workmanship

WARRANTY DOES NOT APPLY TO PRODUCT FAILURE OR LOSS RESULTING FROM

- Normal wear and tear
- Failure to apply, install or maintain products according to published SICO® instructions and guidelines
- Abuse, misuse, or accident
- Alteration or modification of the product
- The substitution of any unauthorized non-SICO® components for use in the place of SICO® components on any of the products
- Damage due to shipment
- Color-fastness or matching colors of materials that naturally exhibit inherent color variations
- Damage caused by cleaning chemicals
- Rust or corrosion caused by not completely drying the product after cleaning or exposure to moisture
- Dye transfers caused by external contaminants (including clothing and accessory dyes such as those used on denim jeans) may migrate to lighter colors. This phenomenon is increased by humidity and temperature and is irreversible.

WARRANTY REMEDIES

Pursuant to this warranty, if a product fails under ordinary use as a result of a defect in materials or workmanship, SICO® will repair or at SICO's option, replace the affected product at no charge.

- A product "defect" means an inadequacy in the material or workmanship of the product that existed at the time when you received the product from a SICO® or a SICO® authorized dealer.
- An "ordinary use" means use of the product (i) in conformance with all applicable local, state, or federal laws, codes and regulations and (ii) in accordance with SICO®

recommendations and/or instructions in the materials and documentation accompanying the product.

All repairs and returns must be approved, in writing, by SICO® before action is taken. The product serial number will be required to process and authorize any warranty claim. All claims are to be reported to:

SICO America Inc.
Customer Care Department
1-800-424-0796
support@sicoinc.com
Address:
7525 Cahill Road
Minneapolis, Minnesota 55439

Repair or replacement in accordance with the foregoing procedure is the buyer's sole and exclusive remedy, whether buyer's claim arises under contract, tort or otherwise. SICO® shall not be liable for any consequential damages. SICO's liability is limited to the purchase price.