



Warranty – Sitwell Brand

OCI/Sitwell warrants to the *original end user*, that our **Sitwell** components and workmanship be free from defects under *normal use* *(see below) for the lifetime of the product from the date of purchase.

Lifetime: All chair components, which include pneumatic seat height cylinder, mechanism, base, casters, arm pads and arm mechanism. *Arm pads that are abused, such as banging against the work surface are not covered.*

Three years: Foam and fabric.

Multi-shift & Capacity: Ten years on all chair components. Three years on foam and fabric.

****Normal use is defined in this warranty as standard commercial use based upon the product being properly utilized in a typical office environment, 8 hours a day, 5 days a week, with a maximum weight capacity not to exceed 250 lbs. Normal wear and tear is not covered under this warranty.***

Damages due to misuse, abuse, alterations or negligence are not covered. Sitwell will not be responsible for incidental or consequential damages. No other warranties, expressed or implied are given on products warranted by OCI/Sitwell. *We reserve the right to deny claims deemed to be caused by any of the above issues. We will however, provide an estimate of costs for parts and or repairs in said cases.*

Sitwell will repair, replace or provide, at its discretion, without charge to the original purchaser only the defective products or parts as described below freight prepaid to end user or Sitwell Dealer. ***Labor and service are not covered under this warranty.***

If your Sitwell product or a component fails, please contact **customerservice@ocisitwell.com** so that your claim can be expedited. Please provide the original purchase date, purchase order number, along with the company name, address and contact information. We will need some basic information explaining the failure or defect so that we may properly handle your situation. Please **submit a photo** as well so that we can identify the chair and component/failure of the product to better service you. Production data such as date of manufacture and model # are found under the seat of each Sitwell product. You may also contact us at 1-866-624-4968.