

OCI Warranty Policies

OCI CONTRACT LIMITED WARRANTY POLICY

Reception and Guest Seating

OCI Contract warrants from the date of purchase, the structural frame construction of any of its chairs to be free from defects in materials and workmanship for a period of 10 years to the original purchaser. Seat suspension system will be covered for a period of 3 years.

Fabric and foam are warranted for a period of 3 years, covering problems from defective products only and not normal wear and tear.

OCI Contract warranties are limited to the original purchaser under normal commercial use, defined as a 40 hour work week and by person(s) weighing 250 lbs. or less. This warranty does not apply to any condition resulting from normal office use such as abrasion or friction, negligence, misuse, alterations, fires, improper cleaning or accidents.

Should any part fail, please return the product with your original receipt to the dealer from whom it was purchased. The dealer must send the defective part to OCI Contract freight prepaid. We will repair or replace the defective part and send it back to the dealer freight prepaid. This warranty does not cover Dealer labor, field service or delivery charges.

Except as provided herein, OCI Contract makes no representation or warranty of any other kind, express or implied. Any implied warranty of merchantability or fitness for a particular purpose that may be applicable to the furniture frames shall be the written warranty relating to the particular item as set forth above.

OCI Contract recommends that moving parts such as chair controls and casters be examined periodically, lubricated and cleaned as necessary, and screws checked for tightness. Vacuum or brush fabrics at least once a week. Protect from glaring sunlight. For cleaning instructions, please contact your dealer. OCI Contract reserves the right to change or substitute any component of our chairs at any point in time.