



Three H Furniture Systems Limited
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LIMITED LIFETIME WARRANTY

Three H Furniture Systems Limited Lifetime Warranty

Three H Furniture Systems Limited ('Three H') provides a limited lifetime warranty on all products sold to the original purchaser by a Three H authorized dealer. Three H warrants that its product will remain functional¹ for as long as the original purchaser owns the product. The obligation of Three H under this warranty is to repair or replace with a comparable product or component determined to be defective by Three H at no cost to the original purchaser, FOB purchaser's destination.

Exceptions to this warranty may include:

- Three H provides warranty on our bullnose and prestige wood trim and finish for a period of **3 years** after date of delivery. After 3 years, the warranty applies to the wood edge only. General wear and fading of the finish after a 3 year period is not considered a defect.
- Variation in laminate finish characteristic including color and texture is not considered a defect.
- All fabrics including tackboard and panels are warranted for a period of **5 years** after date of delivery.
- All lighting products including bulbs, tubes, ballasts and LEDs do not carry a warranty.
- Product that is not sold and installed by a Three H authorized dealer.
- Product that is not installed & maintained in accordance with Three H's guidelines & instructions.
- Product that is damaged by the end user due to misuse, accident, abuse, negligence or shipping.
- Normal wear and tear to the product over the course of ownership.
- Product that has been altered or re-configured in any way prior to written approval by Three H.
- Product which has received excessive exposure to U.V rays, heat, water or harsh chemicals.
- Product & components which are not directly manufactured by Three H. In this case warranty is determined by what is offered from the manufacturer of the defective product or component.
- Product that has been subject to conditions that exceed the BIFMA/ANSI standards applicable to that product.
- Product that is being used for rental purposes.
- Customers own material (COM) provided at the request of the user is not covered by the Three H warranty.

Warranty Claim Procedure

- All warranty claims must be authorized by Three H prior to approval.
- Claims can be directed to Three H's warranty & replacement officer by contacting 1.800.767.5374 or by emailing claims@three-h.com.
- Claims must include original order number, as well as a description of return request.
- Three H reserves the right to investigate any of the above mentioned exceptions, request digital photos of the product in question, as well as proof of original ownership prior to warranty approval.

THIS WARRANTY LIABILITY IS LIMITED TO THE REPLACEMENT OF PRODUCT. THREE H WILL NOT BE HELD LIABLE FOR ANY PERSONAL OR PROPERTY DAMAGE AS WELL AS ANY CONSEQUENTIAL OR INCIDENTAL DAMAGE. THIS WARRANTY EFFECTIVE MAY 2010 SUPERSEDES ALL PREVIOUS WARRANTIES OFFERED BY THREE H FURNITURE SYSTEMS LIMITED.

¹ **Remain Functional** refers to the products ability to fulfill its original purpose or function.
If this document has been printed, it may not contain up to date information. Please visit www.three-h.com to view current warranty information.