

## Lifetime Warranty



Effective July 1, 2008, Sitmatic warrants that the products it sells, and all components thereof, shall be free from defects in workmanship or materials. Except for components specifically excluded, for the life of the product, Sitmatic shall, at its option, repair or replace any chair, or component thereof, that proves defective.

In the unlikely event you should require remedy under this warranty, simply locate the six digit control number on the chair mechanism and contact Sitmatic at 1(800) 288.1492. Sitmatic will, at your option, either send the necessary replacement to you at no cost, or arrange a service call by a factory authorized service technician. You may contact your authorized Sitmatic servicing dealer directly to effect the same remedy under this warranty.

Excluded items are operating mechanisms, pneumatic cylinders, casters, plastics, foam, fabric, finishes, labor costs, wood and urethane components which are warranted for ten (10) years. Damage, which in Sitmatic's sole judgement, is the result of contact with adjacent furniture or normal wear is expressly excluded from this warranty. On site service is available to customers within a 50 mile radius of their authorized Sitmatic dealer. Warranty remedy for non-standard Sitmatic fabrics must be sought from the mills providing those fabrics. Except as herein stated, Sitmatic shall not be liable for any damages or for the breach of any warranty, expressed or implied, or for any other obligation or liability on the account of the products covered by this warranty. Sitmatic makes no warranty of merchantability or fitness for a specific purpose.



## An Open Letter to Today's Furniture Buyer

Dear Client,

The following information may clarify our warranty:

The basic structures of the chair are covered for the chair's life: mechanism housing, cylinder housing, seat and backrest structures. All other parts of the chair are warranted for 10 years.

- There is no exclusion for "normal" or 8-hour usage. If the facility operates 24 hour-a-day, 7 days-a-week, the warranty is still the same.
- There is no "weight limit" on the warranty. If an employee can fit in the chair, the chair is warranted.
- Labor is specifically covered in the warranty. Most warranties are conspicuously silent on this issue, and as we all know, labor costs more than the parts.

In years gone by, we had a very simple warranty that provided full coverage on all parts and labor for the same period of time. Unfortunately for the consumer, many of our competitors started issuing outrageously long warranties. What the consumer didn't see was the fine print. Many components, like foam and fabric, were not covered. Usage was restricted to 8 hours per day. Any employee over 250 lbs. negated the warranty.

Labor was not mentioned, or in some cases the consumer was required to disassemble the chair, crate it and return it to the factory. Inferior quality chairs started to show up everywhere, because the purchasing decision was based solely on perceived warranty length. Every sales situation began with a long winded explanation of warranties, instead of the true merits of the seating. Finally we gave up, and like every major furniture manufacturer, we created a longer warranty; a lifetime structural warranty, but the lifetime portion is clearly identified as a structural warranty.

Sitmatic's on-going business is repeat corporate and government clients, not retail sales or one-time "mega-orders". Obviously, our clients are pleased with the quality of our product and our after-sales service. As of yet, you do not have the benefit of this experience, so we offer you the following: we will match any of our competitor's warranty, as long as we are allowed to do so word for word. We caution you, however, that this may actually decrease the warranty for many of the components of the chair, add weight limits, and restrict the hours that a chair can be used.

Many manufacturers preach quality, but at Sitmatic we truly live it. From initial design through final inspection, our overriding concern is that your chairs do their job for a very long time. If I can ever be of any help or answer any question, please contact me directly at 1 (800) 288-1492. You will also find this phone number under every one of your Sitmatic chairs. So now, and in the future, we take responsibility for the product that bears our name.

Respectfully,

Paul Makielski

President