

Herman Miller

A warranty
is a promise.

Here's ours:
12 years, 3 shifts,
labor included.



Our **12-year** warranty covers everything that makes up our standard office furniture products — including electrical components, casters, pneumatic cylinders, tilts, and all moving mechanisms.

Our **3-shift** warranty recognizes the changing nature of work and the need for products that can stand up to continuous use.

Our **labor-included** warranty means that when warranty work is performed, Herman Miller foots the bill.

The Herman Miller Warranty is a statement of our confidence in the quality of our products. It's a straightforward promise to our customers that we stand behind that quality, 100 percent — 100 percent of the time.

Herman Miller Standard Commercial Office Furniture Products

12 years

All products sold under the Herman Miller, Meridian[®], and Geiger[®] brand names, except as limited or described below.

Nonstandard Products

5 years NP-prefixed Herman Miller Options[®] products

1 year All other nonstandard products

Herman Miller for Healthcare[®] Products

10 years CT-prefixed procedure and supply carts, CO- and CV-prefixed Co/Struc[®] products

5 years CG-prefixed Casework products, CW-prefixed wire shelving and carts, CX-prefixed stainless steel case carts, CH-prefixed technology carts, casters for CT-prefixed carts

1 year Casters for CW-, CX-, and CH-prefixed carts; keyless entry lock bar (CT620.)

Herman Miller Classic Products

3 years Eames[®] lounge chair and ottoman, chaise, sofa compact, and two- and three-seat sofas

1 year Aalto Collection; Capelli stool; Covey Model Six stool; Eames molded plastic arm chairs and side chairs, molded plywood lounge and dining chairs, molded plywood coffee table, molded plywood folding screen, walnut stool, elliptical table, wire-base table, Hang-It-All[®] rack, storage unit, and desk unit; Goetz[™] sofa; Nelson[™] platform bench, coconut chair, and marshmallow sofa; Noguchi table; Scooter[®] stand with wood top

Herman Miller Textile Alliance Program[™] Fabrics

3 years

Herman Miller Design on Textile (DOT[®]) and Customer's Own Image (COI) Products

1 year

All Other Products, Parts, and Services

5 years Electronic ballasts used in task lighting

3 years All service parts

6 months All other products, parts, and any services not listed above, sold or furnished by Herman Miller or its subsidiaries, except for consumable products such as light bulbs, fans, keyless locks, and other electronic products for which no warranty is given

Other Manufacturers' Products

None Herman Miller will pass through to the original purchaser any warranty supplied by other manufacturers to the extent possible, including, but not limited to, open-line laminates.

Provisions that apply to all products and services

Herman Miller, Inc. ("Herman Miller"), 855 East Main Avenue, PO Box 302, Zeeland, Michigan 49464-0302, USA, warrants the products sold by it and its subsidiaries to be free from defects in material and workmanship, regardless of the number of shifts during which the products are used, for the warranty periods specified.

This warranty covers the sale of Herman Miller product in all countries. Not all of the product lines appearing on this list are marketed by Herman Miller in all countries, and appearance on this list does not imply an offer for sale of a product line in a particular place. Product line availability is defined in current price lists applicable to different regions.

During the applicable warranty period, Herman Miller, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty, which fails under normal use as a result of a defect in material or workmanship; Herman Miller will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire new product from Herman Miller, its subsidiaries, or its authorized resellers. Any product, part, or component must have been installed, used, and maintained according to Herman Miller's published instructions in order to be eligible for coverage under this warranty and must not have been subject to misuse or abuse. Any modification to the original product voids the warranty. Herman Miller does not warrant the performance of the product when used in combination with other than original Herman Miller product.

The warranty period starts from the date of purchase.

This document inclusively describes all of the warranties given and remedies available with respect to the company's products and services. Herman Miller and its subsidiaries disclaim any other warranty whether express or implied, statutory or otherwise, in relation to the products.

Herman Miller does not warrant:

- natural variations in wood grain or figure or the presence of character marks
- excessive changes in surface finishes due to aging or exposure to light
- marks, scars, or wrinkles occurring naturally in leather
- veins, marks, voids, fissures, or cracks found naturally in stone

In addition, Herman Miller does not warrant:

- defects or failure resulting from normal wear and tear
- the matching of colors, grains, or textures of natural materials
- the colorfastness or the matching of colors of textiles, including an exact match to cuttings or to swatch cards

Herman Miller tests Customer's Own Material (COM) and other customer-supplied items for manufacturing quality only and does not provide any warranty with regard to these materials.

Herman Miller does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

Herman Miller's products meet the requirements of national and specific local codes as stated in the price books and other written publications.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED AND TO THE EXTENT THEY ARE LEGALLY REQUIRED, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.

HERMAN MILLER SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Applies in US only: Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the two preceding paragraphs may not apply. This warranty gives the purchaser specific legal rights; however, the purchaser may also have other rights that may vary from state to state.

Applies outside US: Except as stated above, Herman Miller will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products but nothing contained herein will or will be considered to exclude or restrict any liability on Herman Miller's part for death or personal injury resulting from negligence.

Effective December 1, 2004 Published November 2004

For more information about our products and services or to see a list of dealers, please visit us at www.HermanMiller.com or call (800) 851 1196.

© 2004 Herman Miller, Inc., Zeeland, Michigan Printed in U.S.A. O.MS1910

© Herman Miller, Co/Struc, DOT, Eames, Herman Miller for Healthcare, Herman Miller Options, Meridian, and Scooter are among the registered trademarks of Herman Miller, Inc.

TM Nelson is a trademark of Herman Miller, Inc.

SM Textile Alliance Program is a service mark of Herman Miller, Inc.

Geiger is a registered trademark of Geiger International.

Goetz is a trademark of Mark W. Goetz.

Hang-It-All is a registered trademark of Lucia Eames Demetrios, d.b.a. Eames Office.

Meinecke is a trademark of the Meinecke Collection.