



Herman Miller® International Warranty

A warranty is a promise.

**Here's ours: 12 years, 3 shifts, labour included**

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Our warranty covers everything – including electrical components, castors, pneumatic cylinders, tilts and all moving mechanisms.

It recognises the changing nature of work and the need for products that can stand up to continuous use.

And it means that when warranty work is performed, you don't foot the bill.

At Herman Miller, we work for a better world around you. Our products – and our promise to stand behind their quality 100 per cent – are designed to improve your environment whether it's an office, hospital, school, home, an entire building, or the world at large.



All products sold under the Herman Miller brand, including Herman Miller Healthcare products, Geiger® products, Eames® aluminium group, Eames Soft Pad™ group, Eames executive chairs, Eames tables, CBS and POSH products, are backed by our 12-year, 3-shift warranty, except as limited or described below. Warranty information for naughtone products can be found by visiting [naughtone.com/warranty](http://naughtone.com/warranty). Warranty information for Nemschoff products can be found by visiting [nemschoff.com/customer-care/warranty](http://nemschoff.com/customer-care/warranty). Warranty information for Maharam® textiles can be found by visiting [maharam.com/site/terms](http://maharam.com/site/terms).

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### **Herman Miller Products**

#### **10 years**

Buddy pedestals; Connection Series storage; Global Storage System; Towers

#### **8 years**

Activity seating; Express 2; Helm seating

#### **5 years**

Herman Miller Collection products; Herman Miller Europe Alliance products; Box pedestal; C-style flipper door unit with lift-assisted mechanism; Connect™ power and data; Cubert®, Flute™ and Tone™ personal task lights; Eames Tables power modules; Exclave® whiteboards, tackboards and accessories; Formwork® and Ubi® liners; keyless locks; Kumi pedestal; Logic Power Access Solutions™; Logic Reach; Lolly® personal light; Mbrace wall-mounted technology; Monto Sit-Stand Riser; OE1 Workspace Collection™ markerboards, Agile Wall monitor mount, Micro Packs, Micro Pack screen liner, Nook liner, Storage Trolley liner and energy distribution; Ondo Connectivity Module; Oripura Laptop Stand; Overlay™ Trellis and Linear light; Procedure/Supply Carts keyless lock bars; Tabetha Tablet Mount; Twist™ LED task light; Ubi USB power module

#### **3 years**

Herman Miller Collection outdoor products; Compass™ system faucet

#### **2 years**

Logic Micro Tower; Magis-branded products from the date of purchase by the original purchaser

#### **1 year**

Anywhere case; Capelli™ stool; Formwork stackable desktop storage; Nelson® Bubble Lamps®

#### **None**

Exclave eco boards; Girard throw; Maharam Memory 3 game; Maharam pillows; OE1 Workspace Collection Expo markers and microfibre towel

### **Herman Miller Materials**

#### **5 years**

Herman Miller proprietary fabrics applied to seating products (exceptions covered under 12-year warranty include: Ace, AireWeave™ 2, Aristo,

Balance, Bingo, Crepe, Dex™, Duo, Epic, FLEXNET™, Intercept, Interweave 2, Leather, Lyris 2™, MCL Leather, Marvel, Mercer, Monologue, 8Z Pellicle®, Rhythm, Strata, Summit, Sync and Whisper); Sayl® knit back cover

#### **1 year**

Herman Miller Design on Textile (DOT™) and Customer's Own Image (COI)

### **Parts and Components**

#### **5 years**

Electronic ballasts used in task lighting; keyless lock on Compass; mechanical components (drive shaft, motor, etc.) on Locale® height-adjustable surface; mechanical and electrical components on Motia® sit-to-stand tables, Nevi™ sit-to-stand tables and Nevi Link; Ratio (Europe/LAC); Renew™ sit-to-stand pneumatic counterbalance and crank mechanism; power leg access option on Renew sit-to-stand tables

#### **3 years**

All service parts; electric motors for Co/Struc® height-adjustable tables; Jacket hangers

#### **2 years**

Electrical components (switch, control box, etc.) on Locale height-adjustable surface

#### **1 year**

Compass system faucet sensors and control box

#### **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 batteries, dry-erase markers, erasers, light bulbs, fans and other electronic products for which no warranty is given

### **Other Manufacturers' Products**

Herman Miller does not warrant other manufacturers' products but 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 Herman Miller-branded 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 below.

This limited warranty covers the sale of Herman Miller products 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 a new product from Herman Miller, its subsidiaries or its authorised resellers. Any product, part or component must have been used according to Herman Miller's published instructions and installed and maintained by a Herman Miller factory-trained technician or an authorised Herman Miller dealer installer. If these requirements are met, warranty coverage will be extended. Any misuse, abuse or 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 products.

Limited warranty only covers Herman Miller provided products, components and related repair work performed by Herman Miller authorised dealers.

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
- changes in surface finishes, including colourfastness, due to ageing, exposure to light or direct sunlight
- marks, scars or wrinkles occurring naturally in leather
- veins, marks, voids, fissures or cracks found naturally in stone
- failure resulting from normal wear and tear
- pilling of textiles
- matching of colours, grains or textures of natural materials
- colourfastness or the matching of colours of textiles or surface finishes, including an exact match to cuttings, samples or swatch cards

- damage, marking or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp objects or imprinting from writing instruments
- changes in the decibel level of motors or mechanisms used in height-adjustable products
- damage or marking of materials or abrading of textiles over time caused by sharp or foreign objects
- discolouration of textiles and surface materials due to soiling, stains or dye transfer from clothing, including denim

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.

**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 March 2021

## HermanMiller

For more information about our products and services or to see a list of dealers, please visit us at [hermanmiller.com](http://hermanmiller.com) or call (888) 443 4357.

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