



Warranty

logiflex

Logiflex Warranty

Warranty

Logiflex guarantees to the original purchaser that Logiflex products are free from defects in design, materials and workmanship for the products' lifetime. Effective as of the date invoiced to the distributor, the warranty is valid only for products bought new from an authorized Logiflex distributor and as long as the original purchaser owns the products. The warranty period will be reduced proportionately if the products are used over a period exceeding the equivalent of a shift of 40 hours/week.

This warranty applies only to normal use of the product and is limited to the repair or replacement of said product at Logiflex's discretion. All replacement parts will be shipped to the original shipping address. Transportation and labor are not covered by this warranty. By accepting the product at its delivery, the buyer accepts these conditions.

Limited Lifetime Warranty: Access, Knockout, Level, Logilife, Manhattan, Millenium, Réception, Tables (Conference, Occasional, Multimedia), Xtension and Lockers.

1 Year Warranty: Cake

5 Year Warranty: Academic and Salto

10 Year Warranty: Chairs, soft seating

Elevation Plus: Limited lifetime warranty, with a 5 year restriction on base, mechanism, motors and controller.

Volt: Lifetime warranty.

This warranty does not apply to defects or damages resulting from:

- Normal wear and tear occurring with the use of the product;
- Negligence, misuse, abuse or accident;
- Substitution, modification, transformation, repair, renovation or use of components or materials that have not been authorized by Logiflex;
- Renting to a third party;
- Natural properties of materials;
- For leather products: normal defects in leather such as: scars, marks or difference in stain within a leather skin or between different skins;
- Exposure to sunlight or environments with extreme temperature/humidity conditions;
- Damage caused by a carrier in transit, or delivery/installation contractors.

This warranty does not include:

- Parts and materials supplied by the customer (COM);
- Special finishes applied to Logiflex products;
- The matching of colors, grains or textures of wood due to its natural properties;
- Non-standard Logiflex products;
- Logiflex product not installed or used in accordance with the Logiflex installation guidelines;
- Bulbs and ballasts.

Restrictions:

- 1 year warranty on electrical components;
- 5 year warranty on hardware and mobile components such as: casters, seat mechanisms, slides, hinges, locks, levelers;
- 5 year warranty on urethane parts and wooden components;
- 5 year warranty on stock fabrics.
- 1 year warranty on carded fabrics or purchased by Logiflex from a fabric partner.

As our product line is constantly evolving and expanding, we recommend that you visit logiflex.ca for updates.

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Replacement and returns policy

Replacement and returns policy - Transport complaints

This policy is applied for returns and replacements of Logiflex products.

If shipment is shipped prepaid (FOB destination):

1. Conceal damage – If the dealer did not indicate on the packing slip that the product was damaged and the shipment was shipped prepaid (FOB destination):
 - a. Logiflex will replace or repair the damaged component.
 - b. The dealer will install the replacement component at its expense. Any fees request related to the replacement, like labor or transport costs, will be refused.
 - c. The carrier will ship the replacement component free of charge.
2. Product damaged in transit – If the dealer indicated on the packing slip that the product was damaged and the order was shipped prepaid (FOB destination):
 - a. Logiflex will replace the damaged component.
 - b. The dealer will install the replacement component at its expense. Any fees request related to the replacement, like labor or transport costs, will be refused.

If shipment is shipped freight collect (FOB Sherbrooke):

3. Conceal damage – If the dealer did not indicate on the packing slip that the product was damaged and the order was shipped freight collect (FOB Sherbrooke).
 - a. Any replacement request will be refused.
 - b. Logiflex will be able to produce the replacement component and give an accommodating discount.
 - c. The dealer is responsible for transporting the damaged component and the replacement component to and from Logiflex.
4. Product damaged in transit – If the dealer indicated on the packing slip that the product was damaged and the order was shipped freight collect (FOB Sherbrooke):
 - a. Any replacement request will be refused.
 - b. Logiflex may produce the replacement component and give an accommodating discount.
 - c. The dealer is responsible for transporting the damaged component and the replacement component to and from Logiflex.
 - d. The dealer will have to make a complaint to his carrier directly.

Exclusions

The following products are excluded from the policy, and any request for replacement due to concealed damage or damage in transit will be refused:

- Furniture on pallets, such as seating products.
- Furniture with crates, such as Monochrom or Volt products.

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