

# OSP HOME FURNISHINGS® WARRANTY

## GENERAL INFORMATION

### Intended for Indoor Residential Use Only

**Terms of Sale:** Net 30 days to firms who have established satisfactory credit; otherwise, payment in advance will be required. Past due accounts are subject to a finance charge of 1 1/2 % per month or 18% per annum.

### Shipping Information: FOB Shipping Point

**TITLE OF GOODS** passes to purchaser and our responsibility ceases when shipment is accepted for transportation by any carrier from our factory. Carrier routing will be established by our Traffic Department if not indicated on purchaser's order. All shipments will be on a COLLECT basis unless otherwise instructed on order. If shipment is received damaged, note damage on carrier freight bill at time of acceptance and file claim for appropriate damages from the carrier. Concealed damage must be reported to the transportation company within 15 days from the date of delivery. All damaged merchandise claims must be filed directly with the delivering carrier.

**Returned Goods:** Returned merchandise will not be accepted unless authorized in writing prior to return; ship freight prepaid, in original carton, and if applicable, will be subject to a restocking charge of 20%. Order Changes and Cancellations: Due to expedited shipping schedules, Office Star Products must limit customer changes and cancellations. A restocking charge of 20% will be invoiced for any product canceled or changed after production has begun.

Production normally begins 72 hours after receipt of order.

### SPECIFICATIONS ARE SUBJECT TO CHANGE DUE TO MANUFACTURING IMPROVEMENTS

**PRICES SUBJECT TO CHANGE WITHOUT NOTICE. ALL MEASUREMENTS ARE APPROXIMATE.**

## OSP HOME FURNISHINGS LIMITED WARRANTY

OSP Home Furnishings Warrants, to the original purchaser its products to be free from defects in material and workmanship for a period of one year. Defects and damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of OSP Home Furnishings is not covered. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## OSP HOME FURNISHINGS OFFICE CHAIRS LIMITED WARRANTY

- 2 Years on all non-moving metal parts.
- 1 Year on component parts including Control mechanisms, pneumatic cylinders, wood, plastic parts, base and casters.
- 1 Year on upholstery fabric and foam against wear and deterioration.
- We cannot warrant leather against routine scratching and scuffing, as all leather is subject to minor blemishes in normal use.

 All warranties are limited to the original purchaser for normal Residential usage by persons weighing 250 lbs. or less.

\*All warranties are limited to the original purchaser for normal Residential usage by persons weighing 200 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Our quality standards are among the highest in the industry. Sometimes, no matter how hard we try, there are times when parts are damaged or missing. Our Parts Department will do everything possible to promptly remedy the problem. Contact us via e-mail [parts@officestar.net](mailto:parts@officestar.net), by Fax 1-909-930-5629, or toll free parts number 1-800-950-7262, Monday through Friday 8:00 a.m. - 5:00 p.m. Pacific Time.

To make a warranty claim, contact Parts Department. Provide model number, proof of purchase, description of the problem and obtain return authorization. At its option OSP Home Furnishings will:

- Supply compatible components of current manufacture.
- Repair the customer's component. The customer must prepay freight on any components returned to the factory. Return freight on components still in warranty will be paid by OSP Home Furnishings

## SEATING / TABLE COMMERCIAL WARRANTY

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 250lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Office Star Reception Seating is warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on Structural integrity of frame.
- 3 Years on wood finishes.
- 3 Year on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against scratching and scuffing, as leather is subject to minor blemishes in use. Minor variations in color, texture and grain are a natural part of leather hides, and therefore are not covered by this warranty.

Office Star Reception Tables are warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on Structural integrity.
- 3 Years on wood finishes.

## METAL SEATING / COMMERCIAL WARRANTY

Metal seating and tables are warranted from the date of purchase against failure due to material and workmanship as follows:

- 15 Years on all non-moving metal parts.

All warranties are limited to the original purchaser for appropriate interior commercial usage defined as a standard forty hour work week by persons weighing 250 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Desks are warranted from the date of purchase against failure due to material and workmanship as follows:

- Prado Collection = 5 Years
- Horizon Desks = 3 Years



## METAL SEATING / COMMERCIAL WARRANTY

Metal seating are warranted from the date of purchase against failure due to material and workmanship as follows:

- 15 Years on all non-moving metal parts
- Indoor use only

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 330 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.