



## **OSP DESIGNS LIMITED WARRANTY**

OSP Designs Warrants, to the original purchaser its products to be free from defects in material and workmanship for a period of 90 days. Defects and damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of OSP Designs 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.

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 Office Star Products will:

- (a) Supply compatible components of current manufacture.
- (b) 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 Office Star Products.

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.

**It is the customer's responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by Office Star Products.**



## General Information

### Receiving Instructions:

If shipment is received damaged, note damage on freight bill at time of acceptance and file claim for appropriate damages from the carrier. Be certain to also inspect for proper quantity of pallets/cartons and visible damage to cartons that may be evidence of concealed damage -- be certain all notations are made on original freight bill prior to signing. Concealed damage must be reported to the transportation company, in writing, within 15 days from the date of delivery. Therefore, open all cartons and inspect product immediately upon receipt. All damaged merchandise claims must be filed directly with the delivering carrier.

**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: F. O. B. FACTORY**

**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%.

**C.O.M. FABRIC:** Customers own material. Cost: "B" grade pricing. Fabric shipped pre-paid to Office Star Products. Customers own material is not warranted. C.O.M. Form must accompany fabric or order.

**Note: COM orders are custom, and therefore, not subject to return.**

**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 cancelled or changed after production has begun. Production normally begins 72 hours after receipt of order.

**SPECIFICATIONS ARE SUBJECT TO CHANGE DUE TO MANUFACTURING IMPROVEMENTS. ALL MODELS SHIP RTA (READY-TO-ASSEMBLE) UNLESS OTHERWISE NOTED. ALL MEASUREMENTS AND WEIGHTS ARE NOMINAL UPS WEIGHT IS THE DIMENSIONAL BILLING WEIGHT FOR UPS SHIPPING**

### TO MAKE A WARRANTY CLAIM

Contact Parts Department 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. Provide model number and description of the problem and obtain confirmation number. At its option, Office Star Products will:

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## **Care and Cleaning:**

- Vacuum or brush fabrics at least once a week. Protect from glaring sunlight.
- Use a damp cloth to clean other surface areas.
- Check screws for tightness, clean and lubricate moving parts such as chair controls and casters every three months.

## **Please Note:**

Due to differences in dye batches and variations in printing as well as viewing environments and uneven color fading, there will be slight variations in color.

**Exact matching may not be possible.**

**OSP Furniture veneer case goods-** Are to be cleaned with a solution of 9 parts water and 1 part rubbing alcohol. Laminate case goods can be cleaned with the same solution of 9 parts water and 1 part rubbing alcohol or a non-abrasive cleaner, such as Windex. Always use a clean, non-abrasive, soft cloth.

**Natural Wood-** Is made up of millions of cells relying on absorption of pigments and dyes. The absorption rate and capacity of absorption is affected by numerous factors. While each manufacturer has its own processes and wood types and although they may call their finishes by the same name, all natural wood products are subject to variations in shade and product from different manufacturer's and may not exactly match with each other (i.e. Cherry, Mahogany, etc.).