OCI SEATING | Warranty Policy

OCI Seating warrants to the original purchaser that its products are free from defects in materials and workmanship for the applicable warranty period as indicated below.

If a product fails under normal use within the warranty period - OCI Seating at its sole discretion – will repair or replace, with a compatible part, at its option, without charge to the original purchaser only any item found to be defective as a result of normal commercial use (normal use is defined as user weighing up to
275 pounds, eight (8) hour shift, 5 days per week). There are certain models that can accommodate users up to 300 pounds and those models are designated in the price book. Certain models designated with Bariatric designations can accommodate users up to 500 pounds.

Due to the inherent stretch properties of fabrics and/or vinyl upholstery materials, OCI Seating cannot be held responsible for wrinkles or puddling that can occur in some materials.

This warranty does not apply to items subject to abuse, misuse, neglect, alterations of any kind, damage caused by shipment, storage, accident, fire,

OCI Seating Warranty Summary

Lifetime Warranty	Mechanism, Cylinders, Base and Casters for all Task, Side and Conference/Executive Seating.	Standard 275 pound weight capacity, 8 hour, and 5 days per week
10 Year Warranty	Exposed Wood & Metal Side Chair Frames including plastic back and arms. Tables Structural Frames (Exceptions – Duo, Diva and Solo Models)	Standard 275 pound weight capacity, 8 hour, and 5 days per week
5 Year Warranty	Exposed Wood and Structural Frames for Duo, Diva and Solo Models. Multi-Shift/Capacity All unspecified Ergo Components	Standard 275 pound weight capacity, 8 hour, and 5 days per week 275/450 weight capacity, 24 Hour and 7 days per week.
3 Year Warranty	Seat Suspension, Foam, Stitching, Knit and Mesh Fabric/Vinyl (excluding COM, COV and COL)	Standard 275 pound weight capacity, 8 hour, and 5 days per week 275/450 weight capacity, 24 Hour and 7 days per week.
1 Year Warranty	Stool Footrings, Electrical Units	Standard 275 pound weight capacity, 8 hour, and 5 days per week

COM, COV, and COL are also not covered by this warranty. Normal wear and tear is the responsibility of the specifier. Please consult with upholstery material supplier for performance criteria of individual materials.

Returns and Repair

Should any item fail, contact the dealer from whom it was purchased. A photograph of the damage(s)/issue(s) and the label underneath the seat will be required to help OCI Seating determine the cause and extent of any issues. Service request are the responsibility of OCI Seating's Authorized Dealers. If it is determined that a return is necessary, and upon authorization from OCI Seating, return that item and its product proof of purchase to the dealer. The dealer may return defective product to our warehouse, freight prepaid. OCI Seating will repair or replace the defective parts at our discretion and return repaired or replaced item to the dealer freight prepaid. This warranty does not cover dealer labor, field service or delivery charges. OCI Seating does not assume responsibility for unauthorized repairs to the chairs.
Contact OCI Seating customer service for further explanation or questions about said warranty.

Email customerservice@ociseating.com

OCI Seating recommends that moving parts such as chair mechanisms and casters be inspected periodically, lubricated and cleaned as necessary.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS OCI Seating SEATING PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE EXPRESSED WRITTEN WARRANTY.
LIMITATION ON LIABILITY: IN NO EVENT SHALL OCI SEATING BE LIABLE TO THE PURCHASER FOR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL, SPECIAL, OR EXEMPLARY DAMAGES OR LOSS PROFITS, EVEN IF OCI Seating HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow the exclusion or limitation of incidental or consequential damages; hence the above restrictions or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.