

Global warrants that all commercial products are free from defects in material and workmanship. Global will repair or replace, at Global's option, as the sole remedy for any defect covered by the warranty.

Global makes no warranty that any of its products are suitable for any particular purpose and makes no other warranties, express or implied, other than those set out here. As codes and standards vary from one jurisdiction to another, references to compliance are solely for convenience and without any representation as to accuracy or suitability. Users must verify the suitability of such information or product for their specific application. In no event shall Global be liable in either tort or contract for any loss or direct, special, incidental, consequential or exemplary damages.

## OTG Warranty Summary

OTG Product Type	Components Warranty For Original Purchaser	Exceptions
<b>General seating</b>  use time for coverage: 8 hours/5 days per week, for users weighing up to 300 lbs.	15 years  (metal frames, non-moving metal components)	<b>Products with MVL prefix*:</b> 5 years - upholstery, textiles, mesh, foam, pneumatic lifts, mechanisms (and other moving parts), casters, frames, plastic components  <i>*including Lumi, Safari and Gennex</i>  <b>Products with OTG prefix:</b> 2 years - upholstery, textiles, mesh, foam, pneumatic lifts, mechanisms (and other moving parts), casters, frames, plastic components, non-moving metal components
<b>Heavy duty seating</b>  use time for coverage: 8 hours/5 days per week users up to 350 lbs. or 400 lbs.  Note: Raven 400 (OTG10703B) is warranted for multiple shift application (24 hours a day/7 days a week)	5 years  (metal frames, non-moving metal components)	<b>Products with MVL prefix:</b> 5 years - upholstery, textiles, mesh, foam, pneumatic lifts, mechanisms (and other moving parts), casters, frames, plastic components, non-moving metal components  Fabric or upholstery material on these products must exceed 100,000 double rubs for textile portion of the warranty to apply.  <b>Products with OTG prefix:</b> 2 years - upholstery, textiles, mesh, foam, pneumatic lifts, mechanisms (and other moving parts), casters, frames, plastic components, non-moving metal components
<b>Lite-Lift folding chairs and tables</b>  use time for coverage: Lite-Lift chairs - 8 hours/5 days per week users up to 200 lbs.	1 year	
<b>Metal files and storage</b>	15 years	
<b>Desking, tables and benching</b>	15 years	5 years - electrical devices, moving parts
<b>Electric height adjustable bases</b>	5 years	
<b>Non-electric height adjustable bases</b>	3 years	
<b>Accessories</b>	3 years	2 years - electrical devices, moving parts
<b>Panels and tackboards</b>	15 years	5 years - panel textiles

### OTG's limited warranty does not apply (for any product category) to the following:

- Nominal or normal amount of wear and tear that can occur over time
- Failures which result from negligence, abuse, accident or misuse
- Failure to apply, install or maintain products according to Global's written instructions and warnings
- Modifications, attachments or repair methods not approved by Global
- Damage caused by a carrier in transit, or delivery/installation contractors
- The matching of colors, grains or textures (wood, leather, etc.) of natural materials
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments
- Color fastness or the matching of color of textiles, dye lots of textile can vary
- Damage by markings or staining; damage by sharp objects or imprinting from instruments
- Damage to textiles or laminate and wood surfaces/edges from exposure to sunlight (including UV rays)
- Products not purchased directly from authorized Global resellers
- Products used for rental purposes
- Purchased parts are warranted for one (1) year
- Failure to follow specific cleaning and disinfecting instructions posted on [officestogo.com](http://officestogo.com)

OTG's warranty does not cover the costs of transportation or labor. Repair or replacement will be at Global's discretion.

### Textiles and Finishes

Please refer to our website at [officestogo.com](http://officestogo.com) for detailed information on cleaning and disinfecting procedures. Improper usage of disinfecting/cleaning products may void the warranty. Global textiles and finishes are updated periodically to meet the demand and trends of the market. As a result, some textiles and finishes may be discontinued by Global or the manufacturer. In the event that a textile or finish is discontinued, Global will make every reasonable effort to provide an alternative product(s) of comparable function.