



Warranty Statement

For VIA, Inc. ("Via Seating")

Version: 1.0

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This Warranty Statement is provided to you by Via Seating (hereafter referred to as "Via Seating", "we", "us", "our").

All Via Seating products are manufactured with meticulous attention to detail to be high quality, durable and long-lasting. VIA Inc (hereafter referred to as Via Seating) warrants to the initial purchaser, Via Seating product will be free from defects in its materials and craftsmanship found during normal single shift usages; single shift usage is five (5) days a week, eight (8) hours a day for the following warranty periods. This coverage shall be effective for the applicable time period beginning from date of original sale.

Products covered by this warranty will be either repaired or replaced at Via Seating's discretion. Product repair or replacement of any defective part is the customer's exclusive remedy for any and all product defects. Via Seating will pay for warranty repair costs pre-approved when shown to be a result of a defective part. Such payment will be made in the form of a credit to an active authorized Via Seating dealer account. The user shall be responsible for all maintenance service, which includes but not limited to: lubricating and cleaning of the product, assembly, adjustment, checking all screws every six months and performing operation checks. Only those items free of misuse and abuse will be covered. Items with alternations, unauthorized repairs, or damaged by fire, flood or other acts of God will not be covered. This warranty applies to all Via Seating products manufactured after January 1, 2017. There are no other warranties, expressed or implied, other than those specifically described here.

Via Seating reserves the right to make changes in design/construction and to discontinue products without prior notice.

Via Seating reserves the right to make changes to the 12-year warranty.

Warranty Periods

12-Year Warranty Coverage

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All Via Seating products are warrantied for 12 years – including 24/7 use chairs – except where noted. Unless otherwise specified, Via Seating’s proprietary, closed-cell, cold-cured, injection-molded comfort foam is also covered for a period of 12 years.

24/7 Shift Applications Warranty Coverage

Via Seating’s 24/7 shift applicable series Brisbane HD 24/7, Genie®, Genie Flex® (including TPU) and Vista II are all covered under Via Seating’s 12-year warranty¹.

¹ Via Seating quick ship leathers, fabrics and mesh, are covered for 2 years at 24/7 use.

10-Year Warranty Coverage

Vista II upholstered chairs on casters.

6-Year Warranty Coverage

All lounge series (Astro, Chico, Comet, Edge, Luna, Meteor, Muir, Nebula & Orbit), multi-use series (Eclipse, Splash, Sutro, Vista II Poly Poly & Zee).

5-Year Warranty Coverage

Via Seating quick ship leathers and fabrics, mesh (4u, Genie®, Reset, Run II, Splash & Vista II), 4u groove fabric, outdoor furniture (Cortina, Eclipse Wired, Moon Tables, Sierra, Splash Air & Tahoe).

2-Year Warranty Coverage

Knit mesh (Proform® & Riva) with standard mesh guards, mechanical lumbar option.

Warranty Exceptions

(not covered under warranty)

- Graded-In, COM/COL textiles.
- Color-fastness or matching of colors patterns or dye lot, including; minor variations, color .matches to swatches used for specification purposes and/or prior purchases.
- Products specified outside of those shown in the Via Seating price list.
- Products with unauthorized repair or alteration.

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- Products not used, maintained or installed in accordance with Via Seating’s applicable guidelines.
- Products exposed to conditions deemed extreme (i.e. environments other than “normal commercial, indoor office” spaces) and damage from sunlight and UV rays.
- Products purchased “as is” or second hand/refurbished products.
- Products sold by unauthorized dealers.
- Variations of leather; dye lots, environment marks, scars, bites, rubs, wrinkles, stretch marks, pattern markings and minor irregularities in color, surface, grain & texture.
- Samples, floor/showroom samples, road samples.
- Damage caused by the carrier in-transit, which will be handled as a separate claim against the carrier.
- Damage caused by staining, sharp objects, imprinting from instruments and water damage.

ANSI/BIFMA Compliance

Via Seating products – Via Seating designs and manufactures all of its products in accordance with the ANSI/BIFMA standards.

Outdoor furniture – Via Seating tests all outdoor furniture to ANSI/BIFMA standards.

To download a BIFMA LEVEL® certification for your specific product either search “(series name) BIFMA LEVEL” or go to the specific series page, click sustainability from the drop-down menu & then click certifications from that sub menu. Select the certification you want & download that pdf.

Changes to This Policy

We may revise and update this policy from time to time at our sole discretion. All changes are effective immediately when we post them. If changes are material to this policy, we will make every effort to notify you before these amendments enter into force. Your continued use of the Via Seating Services means you accept and agree to any modifications to this policy.

Contact Us

For any questions, please contact us at <https://viaseating.com/contact-us/>.

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This statement was last modified on 08/31/2022.

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