

# Warranty



Every product crafted by Via Seating is rigorously designed, tested and produced from with one thought in mind: to create durable, long lasting chairs that support the strongest warranty in the industry for a seating-only manufacturer! The Via Seating warranty for task, conference and executive seating: 12 years on all components, including foam and labor! (see exceptions below)

<https://viaseating.com/warranty>

## Warranty Statement

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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 and to the highest quality, durability and sustainability standards. VIA Inc (hereafter referred to as Via Seating) warrants to the initial purchaser that, Via Seating product will be free from defects in its materials and craftsmanship found during normal single shift usages; (5) days a week, eight (8) hours a day. This coverage shall be effective from date of manufacture as listed on the chair label.

Products covered by this warranty will be 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 pre-approved warranty repair costs when shown to be a result of a defective part. This warranty repair cost will be in place for the full term of coverage from date of manufacture. 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 supersedes all previous Via Seating warranties. 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. Warranty on discontinued products is limited to parts remaining on hand. Via Seating will provide full warranty coverage with a recommended alternate if parts are no longer on hand.

## Warranty Periods

12-YEAR	12-YEAR: 24/7 SHIFT	6-YEAR	5-YEAR	2-YEAR
All Via Seating task, conference & executive chairs are warranted for 12 years, single shift as defined above. Unless otherwise specified, Via Seating's proprietary closed-cell, cold-cured, injection molded comfort foam is also covered for 12 years.	Via Seating's 24/7 shift applies to series Brisbane HD 24/7, Genie®, Genie Flex® (including TPU) and Vista II series—these series are all covered for 12 years in 24/7 applications.	All lounge series (Astro, Chico, Comet, Edge, Luna, Meteor, Muir, Nebula, Orbit & Voom™), multi-use series (Coleurí, Eclipse, Joí, Splash, Sutro & Zee), stacking carts.	Via Seating In-stock leathers and fabrics, mesh 4u groove fabric, Knit mesh back chairs (Proform® & Riva) with mesh guard, outdoor furniture, Genie® mesh only when at 24/7 use.	Knit mesh back chairs (Proform® & Riva) without mesh guard, Tahoe sunshade, In-stock leathers and fabrics only when at 24/7 use.

## Warranty Exceptions

(not covered under warranty)

- Non stock 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 in the Via Seating price list;
- Products with unauthorized repair or alteration;
- 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, goodwill orders or any other non-purchased parts or chairs;
- Damage caused by staining, sharp objects, imprinting from instruments and water damage.

Need Support? We're happy to help. For support regarding this warranty statement, please contact: [warranty@viaseating.com](mailto:warranty@viaseating.com)