

# Limited lifetime warranty

Seating

## limited lifetime warranty

DARRAN Furniture Industries, Inc. ("DARRAN") warrants that each piece of furniture manufactured in its North Carolina Facilities will be free from defects in material and workmanship for as long as the original purchaser owns and uses the product.

Subject to the limitations and exclusions herein, DARRAN, at its discretion and as the sole remedy under the DARRAN Limited Lifetime Warranty, will replace or repair a defective product or components with comparable product or components free of charge. This warranty is made only to the original purchaser from an authorized DARRAN dealer, for as long as that original purchaser owns and uses the product.

## limitations: use/care

- › Warranty is limited to normal single shift use.
- › Warranty is limited to generally accepted care and maintenance of natural wood products and environments.
- › Natural wood surfaces are subject to denting, scratching, and gauging if not properly used and cared for.

Warranty is subject to use and care in accordance with the use and care instructions provided in the Product Care section of this site (including, but not limited to, the care and maintenance guide downloads linked thereon), available at [www.darran.com/product-care](http://www.darran.com/product-care), which are incorporated herein by reference.

## limitations: materials/components

- › Chair Frames - 10 Years
- › Veneers/Laminates/Hardwoods - 10 Years
- › Custom/Modified Products - 3 Years
- › Foam Padding - 5 Years
- › Metal Accents/Glides - 10 Years
- › High Use Items - 5 Years (High Use Items include, but are not limited to, table arms, electrical components, ganging mechanisms, pneumatic lifts, and polymer based components)

## warranty exclusions

Damage identified as carrier or installer related.

- › Normal wear and tear of wood products during course of ownership.
- › Color, grain, or texture of natural wood materials, laminates, and other covering materials.
- › Damages or failures resulting from misuse, abuse, negligence, improper care, modifications, or relocation.
- › Non Commercial use or locations.
- › COM (Customer's Own Material) specified by the Customer.
- › Textiles (which may be subject to a separate warranty from the textile manufacturer).

All Warranty Claims are subject to DARRAN-approved inspections. Disputes may involve independent third-party evaluation

## quality assurance

DARRAN manufactures in accordance with the standards set by Architectural Woodwork Institute (AWI) for Quality Standards.

Every unit produced at DARRAN is completely inspected by an independent quality control team located within each plant whose

emphasis is on assembly, finish, and final inspections with empowerment to stop any unit not meeting DARRAN's high quality standards.

## light and natural finishes

The beauty of veneer and all wood products comes from the variations created by nature including color, grain, and texture. These variations are not considered defects and DARRAN's Limited Lifetime Warranty does not cover color, grain and texture variations associated with natural wood and grain seen in any finish color. DARRAN sets standards for veneer selections; however, variations, especially apparent in light/natural finishes, will occur from one piece to another even if they are finished at the same time.

Finishes such as Clear Maple, Light/Gunstock Walnut, and Clear/Caramel Cherry will display more natural characteristics due to their light stain. Grain, pattern and color from unit to unit are not guaranteed or warranted and products will not be replaced due to these variations. Exposure to light and age will cause darkening of natural wood products; therefore DARRAN cannot guarantee or warrant finish match of new products being placed with existing products in the field.

## textiles/leather

DARRAN does not manufacture textiles and does not warranty any textiles incorporated into its products (including, but not limited to, any warranty against colorfastness, crocking, wear abrasion, shrinking, stretching, tearing, wrinkling, durability, or dye lot match). Textiles are not covered under DARRAN's Limited Lifetime Warranty, but may be covered by a separate warranty from the textile manufacturer. Customers should contact the textile manufacturer directly with any concerns or claims regarding textiles.

## general

Performance questions will be tested to generally accepted practices and AWI guidelines and standards for wood veneer furniture. To obtain performance of the Limited Lifetime Warranty, the purchaser should contact in writing the authorized DARRAN representatives or current dealer who sold the product to the purchaser or mail the warranty claim to:

Warranty Department  
DARRAN Furniture Industries, Inc.  
PO Box 7614  
High Point, NC 27264  
Telephone: 336-861-2400  
Toll Free: 800-334-7891  
Contact your Customer Service Representative

EXCEPT FOR THE LIMITED LIFETIME WARRANTY EXPRESSLY DESCRIBED HEREIN, DARRAN MAKES NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. DARRAN MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DARRAN WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ANY INDIRECT OR SPECIAL DAMAGES.

The warranty as stated above, supersedes all previous warranties.