

Source Warranties

We offer extensive warranties on all our products, most of which are limited lifetime warranties. This way you get years of trouble-free and worry-free use.

For the most updated information on our warranties and how to contact us if you have any issues with your products, please visit our website at: <https://source.ca/warranty>

Source-Exclusive Warranty for Performance Office Furnishings Products

Due to our long-standing relationship with Performance Office Furnishings, Source Office Furniture is happy to provide our customers with comprehensive warranties for Performance products above and beyond the base manufacturer warranty.

If you have any questions or concerns about your Performance product, please reach out to your furniture specialist, or to us online at customerservice@source.ca.

About Performance Office Furnishings

Performance Office Furnishings manufactures affordable, high quality office furniture to suit the needs of all office environments. As an industry leader in the design, manufacture and distribution of office furniture, Performance ensures that all of their products are built to enhance user productivity, deliver value to the end user, and transform any space into an efficient work environment. Their products are distributed through a network of qualified office furniture dealers and retailers throughout the United States and Canada.

Ergonomics

By encouraging natural movement and better posture, ergonomic products reduce fatigue, cut down on body strain, and improve efficiency. Performance manufactures a wide range of ergonomic solutions, including seating, desks, and accessories, to keep you injury free.

Greenguard Certification

In recent years, concern has grown over the need for employees to have a healthy work environment. Out of this concern has grown the Greenguard Environmental Institute: an independent organization that has established strict air quality standards for indoor products. The Greenguard standard has become the criteria in which many governments, corporations, health care facilities, and non-profit organizations require in their workplaces. This helps ensure a healthy environment for employees, customers, and guests alike. Performance is only one of a few Canadian companies that have had their laminate workstations and related products certified by the Greenguard Environmental Institute as meeting their emissions standards. For more information on Greenguard-certified products visit greenguard.org

Source's Exclusive Performance 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 Performance's written instructions and warnings.
- Modifications, attachments or repair methods not approved by Performance.
- Damage caused by a carrier in transit, or delivery/installation contractors.
- The matching of colors, grains or textures.
- 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 used for rental purposes.
- Purchased parts that are warranted for one (1) year.

Performance's warranty does not cover the costs of transportation or labour. Repair or replacement will be at Performance's discretion.

Laminate Case Goods - Limited Lifetime Warranty

Source's Exclusive Performance Warranty replaces or repairs any PL, PLT, Elements, boardroom or meeting table products that are defective in materials or workmanship for as long as the original purchaser owns the product.

Without limiting the generality of the foregoing, this warranty does not apply to any laminate products which must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Glides, slides, hinges and non-moving metal parts are only warranted for a period of ten years. This warranty is voided if the original product is altered, modified, refurbished or used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

The original purchaser's sole remedy under this warranty is the replacement or repair of the defective product at Source Office Furniture's option. Due to changes in laminate colors and hardware, Source cannot guarantee that when replacing the product, the laminate or hardware will match. This warranty does not cover labour or shipping costs incurred to replace or repair the product.

Table Warranties

Height Adjustable Table Warranty

Source's Exclusive Performance Warranty guarantees Performance's Height-Adjustable Tables to be free from defects in material and workmanship from the date of purchase as long as the original owner owns the product subject to the following limitations:

- Table Tops – Lifetime
- Non-moving metal parts – 10 (ten) years
- Non-electrical components – 5 (five) years
- Electrical components – 2 (two) years

Premium Flip Top Table Limited Lifetime Warranty

Source's Exclusive Performance Warranty guarantees Performance's Premium Flip Top Tables to be free from defects in material and workmanship as follows from the date of purchase as long as the original owner owns the product subject to the following limitations:

- Table Tops - Lifetime
- Non-moving metal parts – 10 (ten) years
- Moving metal parts – 5 (five) years
- Castors – 3 (three) years.

Plastic Folding Table Warranty

Source's Exclusive Performance Warranty guarantees Performance's plastic folding tables to be free from defects in material and workmanship for 5 years from the date of purchase as long as the original owner owns the product, subject to the following limitations: Plastic folding tables are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the plastic surface or items weighing in aggregate in excess of 350lbs being placed on the table surface.

Tables Warranty Summary

PRODUCT	REF CODE	WARRANTY	EXCEPTIONS		OTHER LIMITATIONS
Height-Adjustable Tables	1.2	Limited Lifetime (Table Top)	Non-moving metal parts	10 yrs	N/A
			Non-electrical components	5 yrs	
			Electrical components	2 yrs	
Flip-Top Tables	1.3	Limited Lifetime (Table Top)	Non-moving metal parts	10 yrs	N/A
			Moving metal parts	5 yrs	
			Casters	3 yrs	
Plastic Folding Tables	1.4	5 yrs	N/A		Max. capacity on table top: 350 lbs. Do not place item with temp. of over 40°C on table.

Seating Warranty

Source's Exclusive Performance Warranty guarantees Performance's seating to be free from defects in material and workmanship for as long as the original owner owns the product, subject to the following limitations: Mechanisms, bases, casters, pneumatic cylinders, plastic components are warranted for 10 years. Upholstery material, including fabric, is warranted for 3 years. All external wooden components are warranted for 2 years. This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour workweek by a person weighing 250 lbs or less. Proof of purchase must be provided to make a claim under this warranty.

Plastic & Metal Folding Chair Warranty

Source's Exclusive Performance Warranty guarantees Performance's plastic and metal folding chairs to be free from defects in material and workmanship for 5 years from the date of purchase as long as the original owner owns the product subject to the following limitations: Plastic folding chairs are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the surface or for use by people weighing in excess of 250 lbs. The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

800 Series Hospitality Stacker Warranty

Source's Exclusive Performance Warranty guarantees Performance's 800 Series Hospitality Stacking Chair to be free from defects in material and workmanship for 5 years from the date of purchase as long as the original owner owns the product subject to the following limitations: Upholstery material, including fabric and foam is warranted for 2 years. The 800 Series Stacking Chairs are not warranted for use by people weighing in excess of 250 lbs. The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Stacking Chair Warranty

Source's Exclusive Performance Warranty guarantees Performance's stacking chairs to be free from defects in material and workmanship for 5 years from the date of purchase, as long as the original owner owns the product, subject to the following limitations: Fabric and foam are warranted for 2 years. Plastic stacking chairs are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the surface. Stacking chairs are not warranted for use by people weighing in excess of 300 lbs. The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Soft Seating and Modular Seating

Source's Exclusive Performance Warranty guarantees Performance's Norman Lee Reception Seating Series to be free from defects in material and workmanship for 3 years from the date of purchase as long as the original owner owns the product subject to the following limitations: This warranty is limited to the original purchaser for normal usage. The warranty is void if the product is used for rental purposes. Proof of purchase must be provided to make a claim under this warranty.

Sprint Seating Limited 5 Year Seating Warranty

Source's Exclusive Performance Warranty guarantees Performance's Sprint Seating Series to be free from defects in material and workmanship for 5 years from the date of purchase as long as the original owner owns the product subject to the following limitations. Upholstery material, including fabric, is warranted for 3 years. This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour workweek by a person weighing 220 lbs or less. The warranty is void if the product is used for rental purposes. Proof of purchase must be provided to make a claim under this warranty.

Seating Warranty Summary

PRODUCT	REF CODE	WARRANTY	EXCEPTIONS		OTHER LIMITATIONS
General	2.1	Limited Lifetime	Swivel tilt mechanism	10 yrs	Used for standard 40-hr work week. Max capacity: 250 lbs
			Bases	10 yrs	
			Casters	10 yrs	
			Pneumatic cylinders	10 yrs	
			Wood Components within the seat structure	10 yrs	
			Plastic components	10 yrs	
			Upholstery material	3 yrs	
			External Wood components (arms/legs)	2 yrs	
Sprint Seating	2.2	5 yrs	Upholstery material	3 yrs	Used for standard 40-hr work week. Max. capacity: 220 lbs.
Plastic/Metal Folding Chairs	2.3	5 yrs	N/A		Max. capacity: 250 lbs. Do not place item with temp. of over 40°C on chair.
800 Series Hospitality Stacker	2.4	5 yrs	Upholstery including fabric and foam	2 Yrs	Max. capacity: 250 lbs
Stacking Chairs (Not Including 800 Series)	2.5	5 years	Fabric and Foam	2 Yrs	Max. capacity: 300 lbs. Do not place item with temp. of over 40°C on chair.
Soft and Modular Seating	2.6	3 years	N/A		includes upholstery material: leather, bonded leather, and fabric
Bleeker Street	2.1	Limited Lifetime	See General Seating Warranty Above		Used for standard 40-hr work week. Max capacity: 250 lbs
Wood Guest 1600/1700	2.1	Limited Lifetime	See General Seating Warranty Above		Used for standard 40-hr work week. Max capacity: 250 lbs
Tela Series	2.5	5 years	N/A	2 Yrs	Max. capacity: 300 lbs. Do not place item with temp. of over 40°C on chair.

Other Warranties

Steelwise Goods Warranty

Source's Exclusive Performance Warranty guarantees Steelwise Office Systems' steel office furniture, excluding mobile pedestals, to be free of defects for as long as the original purchaser owns the product subject to the following limitations. Steelwise and Source warrant mobile pedestals to be free of defects for the lesser of 5 (five) years or as long as the original owner owns the pedestal, also subject to the following limitations:

These warranties do not apply to products which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. These warranties are void if the product is used for a purpose other than its advertised use, if the product has been moved with objects inside it or if it has been used for rental purposes. Locks and slides are warranted for 20 (twenty) years.

Solero Eclipse Systems Series Warranty

Source's Exclusive Performance Warranty guarantees Performance's Solero Eclipse Systems Series to be free from defects in materials and workmanship for a period of 15 (fifteen) years from the date of purchase, so long as its owned by its original owner, subject to the following limitations: Fabric and upholstery materials are warranted for 3 (three) years from the date of installation. Glazed inserts are warranted for 5 (five) years from the date of installation.

Without limiting the generality of the foregoing, this warranty does not apply to any panel products which must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Task Light Warranty

Source's Exclusive Performance Warranty guarantees Performance's LED and Fluorescent task lights to be free from defects in material and workmanship for as long as the original owner owns the product, subject to the following limitations:

Ballasts and other electrical wiring are warranted for 3 (three) years. Bulbs are not warrantied. This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40- hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the foregoing, this warranty does not apply to task lights which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using task lights for rental purposes.

Fabric Panels and Tack Board Warranty

Source's Exclusive Performance Warranty guarantees Performance's fabric panels and tack boards to be free from defects in materials and workmanship for a period of 3 (three) years from the date of purchase, so long as its owned by its original owner, subject to the following limitations:

Without limiting the generality of the foregoing, this warranty does not apply to any panel and tack board products which must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Acrylic Panels Warranty

Source's Exclusive Performance Warranty guarantees Performance's acrylic panels to be free from defects in materials and workmanship for a period of 3 (three) years from the date of purchase, so long as its owned by its original owner, subject to the following limitations:

Without limiting the generality of the foregoing, this warranty does not apply to any panel and tack board products which must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

Keyboard Tray Warranty

Source's Exclusive Performance Warranty guarantees Performance's keyboard trays to be free from defects in material and workmanship for 5 (five) years as long as the original owner owns the product subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the foregoing, this warranty does not apply to keyboard trays which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using keyboard trays for rental purposes.

Monitor Arms Warranty

Source's Exclusive Performance Warranty guarantees Performance's monitor arms to be free from defects in material and workmanship for 5 (five) years as long as the original owner owns the product subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the forgoing, this warranty does not apply to monitor arms which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using monitor arms for rental purposes.

Worksurface and Wall Mounted Glass Product Warranty

Source's Exclusive Performance Warranty guarantees Performance's premium worksurface and wall mounted glass products to be free from defects in workmanship and materials at the time of shipment to the original purchaser and/or date of original purchase. Should a Performance glass product break or crack under normal usage and proper application, Performance will replace the product, upon proof of purchase, for up to 3 (three) calendar years. This limited warranty does not include shipping charges and processing charges to and from the factory and/or distribution facility. Product replacement is the sole remedy provided under this limited warranty.

Source is not responsible for consumer abuse, misuse, or mishandling of the product, that result in damage or scratches to the product.

Glass Chair Mat Product Warranty

Source's Exclusive Performance Warranty guarantees Performance's glass chair mat products to be free from defects in workmanship and materials at the time of shipment to the original purchaser and/or date of original purchase. Should a Performance glass chair mat product break or crack under normal usage and proper application, Source will replace the product, upon proof of purchase for up to 2 (two) calendar years. This limited warranty does not include shipping charges and processing charges to and from the factory and/or distribution facility. Product replacement is the sole remedy provided under this limited warranty.

The use of the glass chair mat in conjunction with a chair having metal chair casters, hard chair casters meant for carpeted surfaces or casters with surface contact of less than one-half inch in width are not covered under this limited warranty. This limited warranty does not cover damage arising from negligence, improper use or application, fire, house pets, wet mopping, excessive dryness, excessive exposure to moisture, sand, dust, dirt and/or other sharp or abrasive objects or furniture.

The warranty is void if the glass chair mat is used on uneven, unclean or concrete surfaces, used on newly- installed/newly- varnished or painted flooring, or used on custom flooring without checking with floor manufacturer and/or treatment specialist prior to use.

Whiteboard Warranty

Source's Exclusive Performance Warranty guarantees Performance's whiteboards to be free from defects in material and workmanship for 1 (one) year as long as the original owner owns the product, subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the forgoing, this warranty does not apply to whiteboards which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using whiteboards for rental purposes.

Electrical Power Modules Warranty

Source's Exclusive Performance Warranty guarantees Performance's electrical power modules and components to be free from defects in material and workmanship for 1 (one) year from the date of purchase as long as the original owner owns the product subject to the following limitations.

Without limiting the generality of the forgoing, this warranty does not apply to power modules or components which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty does not apply to natural changes that may occur in the color of the exterior of the modules whether as a result of exposure to sunlight or otherwise. Any hardwiring of electrical components must be installed by a licensed electrician in a manner it was intended to be used. This warranty is invalid if the purchaser is using the power modules or components for rental purposes. Proof of purchase is necessary to make a claim under warranty.



HON FULL LIFETIME WARRANTY

YOUR HON FULL LIFETIME WARRANTY

Every time you purchase a HON product, you're making an investment in your future. We're proud to play a part in that future, and you can trust us to do our best for as long as you need us. The HON Full Lifetime Warranty is our assurance to you that the HON desks, workstations, seating, tables, or storage you purchase will be free from defective material or workmanship for the life of the product. In the unlikely event that any HON product or component covered by the HON Full Lifetime Warranty should fail under normal workplace use as a result of defective material or workmanship, HON shall repair or replace with comparable product (at HON's discretion), free of charge.

WHAT'S COVERED BY THE HON FULL LIFETIME WARRANTY?

Your HON Full Lifetime Warranty applies to product manufactured after January 1, 2011. All HON product lines, materials, and components are covered by the HON Full Lifetime Warranty except for the items described below.

The specific product lines, materials, and components listed below are covered under HON's Full 12-Year, Full 10-Year, and Full 5-Year Warranties (from date of purchase).

HON'S FULL 12-YEAR WARRANTY

- Electrical components (LED task lights, lamps and ballasts are not covered)
- Seating ilira®-stretch
- Seating controls
- Pneumatic cylinders
- Wood seating
- Accessories
- Laminate surfaces
- Veneer Surfaces

HON'S FULL 10-YEAR WARRANTY

- Soothe Patient Recliner Mechanism
- Signal seating upholstery fabric

HON'S FULL 5-YEAR WARRANTY

- All LED task lights
- Panel and seating textiles
- Electric Height Adjustable Table Bases (Including Memory Control)
- Directional Desktop Sit-to-Stand Risers
- Soothe Patient Recliner Central Lock Mechanism
- Soothe Patient Recliner Pivoting Arm

These warranties apply to HON products sold within the United States of America, U.S. Territories, and Canada, as well as U.S. Military and Federal Agency purchases (regardless of location).

IS ANYTHING NOT COVERED?

There are a few exclusions to the HON Full Lifetime Warranty and to the 12, 10 and 5-year warranties. These exclusions are:

- All *basyx* by HON® products (these products are covered under a separate *basyx* by HON warranty).
- Color-fastness or matching of colors, woodgrains, or textures occurring in wood, leather, or other materials that naturally exhibit inherent color variations.
- Customer's own materials (COM) selected by and used at the request of the user.
- Modifications or attachments to the product that are not approved by The HON Company and product failures resulting from such modifications or attachments.
- Product normal wear and tear, which are to be expected over the course of ownership.
- Products that were not installed, used or maintained in accordance with product instructions and warnings.
- Products used for rental purposes.
- Damage caused by cleaning chemicals.
- Dye transfers caused by external contaminants (including clothing and accessory dyes such as those used on denim jeans) may migrate to lighter colors. This phenomenon is increased by humidity and temperature and is irreversible.

WARRANTY REQUESTS OR QUESTIONS?

Your HON Dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty, please contact your HON dealer. If you are not sure who your dealer is, please call HON Customer Support at 800.833.3964.

THAT'S YOUR HON FULL LIFETIME WARRANTY AS AN OWNER OF HON PRODUCT, THE WARRANTY EXPLAINED HERE IS YOUR SOLE AND EXCLUSIVE REMEDY. THERE ARE SOME EXCEPTIONS IF YOU PURCHASED THE PRODUCT FOR HOME OR PERSONAL USE WHICH ARE EXPLAINED BELOW. TO THE EXTENT ALLOWED BY LAW, THE HON COMPANY MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE HON COMPANY WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

A WORD ABOUT PURCHASES FOR HOME OR PERSONAL USE

Please note, this section only applies if you purchased your HON product for your home or for your own personal or family use. HON's warranties give you specific legal rights and you may have other rights, which vary from state to state. As a consumer purchaser, the complete exclusion of implied warranties noted in the above paragraph does not apply to you, however, to the extent allowed by applicable state law, the implied warranties are limited to the applicable term of the warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.