

# Warranty

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Normal use is defined as the equivalent of a single shift, 40 hour work week. In the event that a product is used more than normal use, the applicable warranty period will be reduced to one-third as listed below). National, at its option, will repair or replace with comparable product any product, part or component shipped after November 18, 2019, if the claim is eligible under the conditions of this warranty. This warranty is valid only if the product is given proper care and maintenance.

## Etc. Product

Warranty on Etc. Product is 5 years from date of purchase for all components, textiles, and foam.

## Outdoor Product

Warranty on Etc. Outdoor Product is 2 years from date of purchase for all components.

## Bernadette Poufs and Beanbags

Warranty on Bernadette Poufs and Beanbags is 5 years for the textile covering material and 1 year from date of purchase for the liner with EPS fill.

## Vora Task

### LIFETIME WARRANTY

Etc. warrants that each piece of furniture will be free from defects in workmanship given normal use and care for as long as the original customer owns and uses the product. This warranty is valid only if the product is given proper care and maintenance. Normal use is defined as the equivalent of a single shift, 40 hour work week. Etc., at its option, will repair or replace with comparable product any product, part or component, if the claim is eligible under the conditions of this warranty.

### LIMITATIONS

Twelve Years Products used in multi-shift applications  
Five Years Textiles, Foam, Covering Materials, and Decorative Trim.

## Finish Warranty

Minor variations in finish color may occur due to the unique texture and grain of wood.

## Exclusions

This warranty does not apply to:

- Damage caused by a carrier
- Normal wear and tear which is to be expected during the period of ownership
- Color, grain, or texture of wood, laminate, and other covering materials
- Non-compliance with installation and maintenance instructions
- Electrical grommets where the box has been opened
- Damages or failures resulting from modifications, alterations, misuse, abuse, or negligence or improper care and maintenance of our products

## Follow these procedures to process warranty issues:

1. Contact National Customer Service (800.482.1717) and provide them with the asset tag from the product in question and the purchase order number or acknowledgement number and a detailed description of the warranty issue. **Asset tags are mandatory before the claim can be processed.**
2. Customer Service will determine and pre-approve all resolutions to the claim such as replacement units, labor, and repair charges. Upon approval, resolutions will be assigned an authorization number.
3. The authorization number must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of National.

**As the manufacturer of your furniture, we stand behind our craftsmanship and pledge to do everything we can to resolve any problems you may have within the terms of this warranty as quickly as possible.**

**There are no other warranties except as expressly set forth here, either expressed or implied including any warranty of merchantability or fitness for any particular purpose. We exclude and will not pay consequential or incidental damages under this warranty.**

Etc. by National  
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