

PRODUCT WARRANTY >

New Zealand and Australia Only. Effective 1st April 2009

Formway stands steadfastly behind every product we sell. Our warranties provide comprehensive coverage and often lead the industry for longevity. Our products are built and tested to last well beyond the initial warranty period. In the unlikely circumstance that a product requires servicing, we will respond promptly and efficiently. Our standard warranty inclusions and qualifications are as follows:

	Time Frame
Seating	
Life, Plus	10 years from original date of purchase*
Key, Arq, Pli,	5 years from original date of purchase*
Systems	
Hum, Grid2, Free, Met, Traffic	10 years from original date of purchase*
Servicing	
All parts	2 years from purchased replacement

Inclusions

- All parts and labor required to return the product back to service.
- Pick up and redelivery of any product that cannot be serviced on site.

Qualification

- *Original date of purchase relates to the date on the product stamp located under the seat or under the workstation top. This date is the date the product was originally dispatched from the factory.
- This warranty is applicable to product dispatched from the factory from 1st April 2009 onwards.
- The warranty covers all faulty workmanship and or materials excluding third party fabrics and laminated board, and other third party supplied product, all which carry their own proprietary warranties.
- Formway's warranty extends to the normal use of the products in the situation they were designed for.
- The warranty does not include normal wear and tear (scratches etc) and or user abuse.
- This warranty does not include any other associated costs from the user.
- All claims under this warranty must be brought to the attention of Formway. Formway reserves the right to determine the cause of the claim and the correct action required to address any claim under this warranty.
- Formway product must be serviced by our own qualified service personnel. Unauthorised servicing immediately renders any warranty null and void.
- No financial reimbursement will be paid under this warranty for any work carried out by an unauthorised third party.
- The warranty only applies to the original owner / purchaser of the product.
- This warranty does not cover any product subject to dramatic temperature variations or exposure to unusual conditions.
- The express warranties contained herein are in lieu of all other warranties, express or implied.
- New parts used to repair a product under warranty are only covered to the date of the original warranty.
- *Note 24-hour continual shift use may affect your warranty. Please ask for more details.*

Response Times

Formway operate fully trained and certified mobile service technicians throughout New Zealand and Australia. Wherever possible, servicing work is carried out on site to minimise disruption and inconvenience. Service response times are normally within 48 hours of request but often occur on the same working day as the request.