

# Warranty

Transwall warrants to the original purchaser, that each piece of standard Transwall product will be free from defects in workmanship, given normal use and care for a lifetime of service. Finishes, textiles, decorative trim and electrical components are warranted to be free from defects in materials and workmanship for a period of two years from the date of initial shipment. Wood components are made of naturally variable, raw materials. Differences in grain character, and color among wood species are naturally occurring variations and not within the control of the manufacturer nor considered defects under this warranty.

Transwall warrants all Engineer-to-Order (ETO) products to be free from defects in workmanship given normal use and care for three years of service. Any request for an extended warranty for ETO products must be made in writing at the time of submission of product specifications to Transwall. Any extended ETO Warranty will be quoted to the Customer as part of the custom quote process and must be confirmed by Transwall in writing prior to order entry. This warranty applies to products manufactured and sold in North America, subsequent to October 14, 2005 and is made by Transwall only to original purchasers acquiring our products through authorized dealers, directly from Transwall, or from others specifically authorized by Transwall to sell our products. Transwall will repair or replace at our option any part or parts of the warranted product found to be defective within the terms of the warranty. Notify your authorized Transwall dealer along with proof of purchase.

This warranty does not cover:

- Damage caused by a carrier other than Transwall Office Systems, Inc.
- COM (Customer's Own Material) or any other non-standard Transwall material specified by the customer is not warranted; this includes attributes such as appearance, durability, quality, colorfastness, etc.
- Differences in grain characteristics, color, and other features within and between wood species are naturally occurring variations. These natural variations are not within Transwall's control, nor considered defects under this warranty.

Transwall's warranty is only valid if the products are given normal and proper use, and installed or used in accordance with Transwall installation and/or application guidelines. Transwall assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse and alteration or negligent.

THERE ARE NO OTHER WARRANTIES EXCEPT AS EXPRESSLY SET FORTH, EITHER EXPRESS 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.

As the manufacturer, we stand behind our craftsmanship and pledge to do everything we can to resolve any problems you have within the terms of this warranty as quickly as possible. If you have followed the procedures described above and your problem has not been resolved to your satisfaction, you can write or call us directly.