

# LIMITED WARRANTY

This document inclusively describes all of the warranties given and remedies available with respect to BDI's products. BDI disclaims any other warranty, whether express or implied, statutory or otherwise, in relation to its products. **To exercise your rights under this warranty, the purchaser must submit a copy of the original sales receipt when making a claim.**

BDI warrants to the original purchaser that for the below-stated warranty term, BDI will replace any product, part, or component covered by this warranty that fails under normal use as a result of a defect in material or workmanship. BDI will provide a replacement of the aforementioned product, part, or component with a comparable product, part, or component. The decision to provide a product, part, or component will be at BDI's sole discretion.

Your BDI product requires routine care & maintenance, as indicated on the Instruction Manual that accompanies each product in its original BDI packaging, which is typically available for download from [www.bdiusa.com](http://www.bdiusa.com). Proper care and use are essential not only to extend the product's useful life but also to preserve your rights under this warranty.

The warranty period starts from the date the purchaser takes product delivery, as reflected on the original sales receipt. This warranty extends only to the original purchasers who acquire new product from BDI Authorized Resellers. In order to be eligible for warranty coverage, any product must have been assembled, installed, used, and maintained according to BDI's published Instruction Manual for the model in question. Any modification to the original product voids the warranty.

**Upon noticing a manufacturing defect, it is important that you promptly notify the BDI Authorized Reseller from whom you purchased the product.** If it is impossible or impractical to notify your Reseller, please submit your claim in writing via e-mail or hard copy directly to BDI:

BDI  
14954 Bogle Drive  
Chantilly, VA 20151  
[customerservice@bdiusa.com](mailto:customerservice@bdiusa.com)

After BDI is notified of the warranty claim, BDI may need to arrange for an inspection of the product or obtain photographs of the product to verify the nature of the issue and whether a manufacturing defect actually exists. These are your exclusive remedies under BDI's warranty.

## YOUR WARRANTY RIGHTS

This warranty gives you specific legal rights; you may have other rights, varying from state to state. Except for such other rights, the remedies provided under this warranty state the limit of BDI's responsibilities.

## WARRANTY TERMS

### Residential Use:

BDI Furnishings carry warranty coverage for **three (3) years** from the date of product delivery, as shown on your sales receipt/documentation. Select chairs carry coverage for **five (5) years** from the date of product delivery.

### Commercial Use:

BDI Furnishings carry warranty coverage for **one (1) year** from the date of product delivery, as shown on your sales receipt/documentation. Select chairs carry coverage for **five (5) years** from the date of the

product delivery, based on an 8-hour daily use pattern.

#### **Implied Warranties**

BDI MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THESE AND ALL OTHER IMPLIED WARRANTIES ARE SPECIFICALLY DISCLAIMED. By "implied warranties," BDI means warranties that the law sometimes implies to have been given by the seller even though they are not set out in writing. (Some states do not allow an exclusion or limitation on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you).

#### **Consequential or Incidental Damages**

BDI WILL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. By this, BDI means any loss, expense, or damage other than to the product itself that may result from a defect in the product. (Some states do not allow the exclusion or limitation of incidental or consequential damages, and so the above limitation or exclusion may not apply to you).

#### **Differences from Floor Samples or Literature**

Due to the use of natural materials in BDI products, minor variations can occur from piece to piece. This warranty does not cover such minor differences or differences between floor samples or printed illustrations and your furniture.

#### **BDI DOES NOT WARRANT**

1. Natural variations in wood grain or figure or the presence of character marks.
2. Changes in surface finishes due to aging or prolonged exposure to direct sunlight.
3. Failure resulting from normal wear and tear.
4. The matching of colors, grains or textures of natural materials such as hardwoods.
5. Damage, marking, or staining of product surfaces due to contact with rubber or similar compounds; damage from contact with sharp objects or imprinting from unprotected use of writing instruments.
6. Damage resulting from negligence, misuse, abuse, accidents, including burns, cuts, scratches, tears, scuffs, watermarks, indentations, pet damage, improper storage or maintenance, handling, assembly and/or installation, accident, repair or alteration, or other circumstances not directly attributable to manufacturing or material defects.
7. Floor samples, open-box items, or products designated "as is" at the time of purchase.