

ASTUTE  
REQUISITE  
YOU  
PRATA  
MANTRA  
L1  
LEVO  
TUCK  
EXCHANGE  
JIF  
ENTAIL  
CHIROFORM  
RAINBOW  
INERTIA  
AYLES  
ZIP  
FLUID  
FOSTER  
PRESTO  
THERAPOD  
HALSA  
EXCHANGE



Warranty  
2022  
[updated January 2, 2022]

# CONDITIONS OF SALE

## PRICING

Allseating reserves the right to change published prices without notice. Prices in effect at the time of the order acceptance shall apply. All applicable taxes are extra. All prices in this catalog are list. All sales are in US dollars unless both the Sold To and Ship To addresses are both located in Canada, in which case, sales are in Canadian dollars.

## ORDER ACCEPTANCE

Orders will be accepted through all authorized Allseating Dealers upon issuance of a written purchase order on letterhead or purchase order of the customer being invoiced. Faxed orders or orders by email ([orders@allseating.com](mailto:orders@allseating.com)) are acceptable, as well as digital orders such as SIF or XLM, no verbal orders will be accepted. All purchase orders must contain a valid signature.

## ORDER CANCELLATION

Orders which have been acknowledged are considered firm. In the event a cancellation request is accepted by Allseating, restocking charges may be incurred up to 100% of the order depending on the stage of production.

## CREDIT TERMS

Terms are net 30 days O.A.C. Terms are subject to change and review based upon performance. Customers are required to provide a completed signed Dealer Application for the purpose of updating or setting up an account. All payments should be made to Allseating.

## PACKAGING AND SHIPPING

As a standard, all products are shipped in knocked down condition, in a box.

## ASSEMBLED CHAIRS

On special request and at an upcharge, chairs may be shipped assembled (except base and cylinder). For assembled and fully assembled blanket wrapped products, contact customer service for details. Please note that minimum quantity guidelines will apply.

## SPECIFICATIONS

Allseating reserves the right to institute changes to materials, specifications and designs, or to discontinue models at any time. Images and line drawings featured in the catalog may not reflect the current product offering. Components are subject to change at Allseating's discretion.

## FREIGHT POLICY

Allseating reserves the right to use its own or commercial carriers for the "best way" to ship, at its sole discretion. Normal delivery is dock to dock.

**Special requests such as inside delivery, specific delivery**

**dates and times, residential delivery, etc. are subject to additional charges. All additional charges will be the responsibility of the consignee.**

Allseating reserves the right to charge for freight services over and above standard "best way" delivery. Delivered pricing is based on shipment to the 48 U.S. contiguous states and Canada excluding N.W.T., YK, and NU. For shipments to other destinations, we reserve the right to add a surcharge.

## LOSS / DAMAGE LIABILITY

Every effort is undertaken to effect secure packaging; however, our liability ends when the carrier issues a clear receipt acknowledging that the shipment has been received in good condition. The carrier is then liable for loss or delay or damage. Signing for a shipment without noting damage or deficiencies absolves Allseating of further responsibility and a freight claim will have to be made by the customer.

NOTE: A packing slip signed by the carrier for pick-up at Allseating Warehouse constitutes "Clear Receipt" and absolves Allseating of further responsibility for damage or loss or delay.

Any claim submitted for freight damage must be done within 7 days of receiving the products. Any claims after that time may not be covered under our warranty. If the packaging arrives visibly damaged, then waybill should be signed as "subject to inspection" or "damage noticed".

## RETURNS / RESTOCK

Returns are coordinated and authorized by the Return Authorization Coordinator (RAC). Merchandise may not be returned without prior consent and a Return Authorization (RA) Number. All returns must be securely packaged and boxes clearly marked with an assigned RA number on the outside. Carrier for return goods must be specified by Allseating. Goods returned without a RA Number or by an unauthorized carrier will not be accepted.

Unauthorized returned goods will be subject to a restock charge and/or a charge for any required reconditioning. Returns must be shipped prepaid, unless other arrangements have been made. Custom fabricated merchandise may not be returned. Credit on orders returned with an RA number will be issued once inspection has deemed product in good condition.

## STORAGE POLICY

We will store product at our warehouse for 3 days at no charge. Any order requiring storage for a longer period will be charged at a rate of \$1.00 per day per carton. Order postponements must be received 2 weeks prior to the scheduled production time.

## ANSI/BIFMA TESTING

Allseating chair have been tested to meet or exceed the requirements of ANSI/BIFMA standards.

# CONDITIONS OF SALE

## APPLICABLE PROVISIONS TO ALL PRODUCTS AND SERVICES

Allseating products, including those designated for Multi-Shift, are warranted to be free from defects in materials and workmanship for a period of 12 years from original date of purchase, with the exception of 10 years on the Foster Sleep Chair, Foster Recliner, Foster Patient Recliner and 7 years on the seat foam for Eighty Two. This warranty applies to all chair models and extends to original purchasers who acquire new product directly from Allseating or our authorized dealers. For care and maintenance of fabrics, we recommend users refer to the fabric manufacturer's guide for proper maintenance and cleaning instructions for the pattern being used.

During the warranty period, Allseating, at its sole discretion, will repair or replace (at its option) any product, part or component covered by this warranty that fails under normal use due to defective materials or workmanship. Allseating will repair or replace the defective product, part or component with comparable product, part or component. To be eligible for this warranty coverage, all products, parts or components must be installed, used and maintained in accordance with Allseating's published instructions and must not have been subject to misuse or abuse.

## EXCEPTIONS

Allseating does not warrant the following:

- Normal wear and tear
- Natural variations, scars, marks, wrinkles occurring in leather
- Colourfastness of textiles
- Colour matching of textiles exactly to samples or swatches or past purchases
- COM/COL or graded-in fabrics
- Products exposed to extreme environmental conditions or improper storage conditions
- Chairs used by individuals who weigh in excess of the warranted weight restriction as indicated on each product page. Most task and guest seating is 350 lbs with the exception of Entail, M.O. and Levo, all of which are 325 lbs. Exchange, Foster and Halsa are 350 lbs per seat unless otherwise specified
- Allseating's products meet the requirements of national and specific local codes as stated in the price book and other written publications. Please visit the company's website at [allseating.com](http://allseating.com) for further details regarding product specifications.

This document inclusively describes Allseating's warranty and remedies available with respect to the company's products and services. Allseating disclaims any other warranty whether express or implied, statutory or otherwise, in relation to the company's products and services.

To the extent allowed by law, any implied warranties, including any warranty of merchantability or fitness for a particular purpose, are disclaimed and to the extent they are legally required, are limited in duration to the duration of this written warranty.

Allseating shall not be liable for loss of time, inconvenience, commercial loss, or incidental or consequential damages.

## QUALIFICATIONS FOR DELIVERED PRICING

Please call your Allseating Sales Representative for your qualifications for delivered pricing.

## WARRANTY RESOLUTION

We understand that dealing with warranties is often frustrating. So we developed a dedicated Warranty Response Team to eliminate headaches. They're specially trained to expedite warranty-related issues, so you can get back to business quickly and painlessly.

All warranty claims must be submitted via Allseating's Warranty Portal which can be found at [allseating.com](http://allseating.com) under Resources\Submit a Claim.

Should you have any difficulties you can contact our Warranty Response Team at [warranty@allseating.com](mailto:warranty@allseating.com) or toll free at 1(800) 563-3502.

## DIMENSIONS

The price catalog and product literature, show dimensions rounded to the nearest half inch. All dimensions are approximate and may be subject to change without notice. Dimensions are dependent on options selected. Product can be configured to comply with BIFMA G1-2002 Ergonomics Guideline. Where exact measurements are required, contact Customer Service.

## FIRE CODE

Allseating's entire line of office seating meets California Technical Bulletin 117 (CAL 117-2013). This is a standard by which upholstered furniture has been tested for approval to meet a minimum fire standard. Allseating's chairs can be upgraded to meet the California Technical Bulletin (CAL TB133). Additional charges of \$565 per chair series (per burn test) and lead times will apply for chairs with special configurations of COM fabrics, not already tested by Allseating.

## CAL TB133

CAL TB133 is a standard of furniture flammability required by the California Bureau of Home Furnishings and Thermal Insulation for furniture used in public buildings such as Healthcare facilities, Hospitals, Hotels and Motels, Stadiums, Child Care Facilities, Convalescent Homes, Prisons and Jails.

The CAL TB133 test is a full scale fire test for furniture manufactured for the use in public buildings. The standard does not specify how to construct furniture, but only how it should perform when tested. To pass the fire standard test, a fire blocking liner is placed between the fabric and the foam of our chairs. This liner acts as a fire extinguisher by smothering the flame.

## TO ORDER CAL TB133

Clearly specify CAL TB133 on your order. Please check individual series upcharge. There is a standard 4 week lead time for CAL TB133.

