

Selling Policy

WARRANTY

Neutral Posture warrants to the original purchaser only that the products Neutral Posture manufactures and sells to purchaser are free of defects in workmanship and materials, during the applicable warranty period set forth below.

This comprehensive warranty applies to all products installed or reconfigured by an authorized installer.

Warranty period set forth below is for 24-hour, 7 days a week, multi-shift use. Should any failure occur to a product listed below during the applicable warranty period from the date of shipment, Neutral Posture shall, upon prompt written notice, repair or replace, at its option, the affected part or parts.

PRODUCT AND PERIOD OF WARRANTY

Lifetime

Panels and panel connector parts, high pressure laminate worksurfaces, table tops and common tops, storage, modesty/privacy screens

10 Years

Cascade worksurfaces, height adjustable worksurface supports (except for gas lift), laminate overhead doors, desktop and storage accessories (unless otherwise specified)

5 Years

Table bases, tapered table legs, anti-fatigue mats, operational parts, controls, electrical, lighting (except light ballasts, bulbs and power supply), special or custom product, height adjustable worksurface support gas lift

3 Years

Electric height adjustable bases (including motor), fabric

1 Year

Light ballasts, bulbs and power supply

This warranty does not apply to:

- Damage caused by a carrier.
- Normal wear and tear or acts or omissions of parties other than Neutral Posture (including user modification, improper use or installation of products).
- COM or other third party materials applied to products.
- Products not installed by or under the auspices of a Neutral Posture Dealer.
- Dramatic temperature variations or exposure to unusual conditions.
- Changes in surface finishes including colorfastness due to aging or exposure to light.

The express warranties contained herein are in lieu of all other warranties, express or implied, including any warranties of merchantability and fitness for particular purpose and all other warranties arising from course of dealing or usage of trade.

The remedies provided above are the customer's sole remedies for any failure of Neutral Posture to comply with its obligations regarding the workmanship of its products. Correction of any nonconformity in the manner and for the period of time provided shall constitute complete fulfillment of all liabilities of Neutral Posture, with respect to or arising out of the product furnished hereunder.

CERTIFICATIONS & STANDARDS

ANSI/BIFMA

Independent tests show that Equity components meet or exceed current ANSI/BIFMA X5.6 Panel System and ANSI/BIFMA X5.9 Storage Unit standards. Electrical components are UL listed. Panels have tested to NRC ratings of 0.75.

SCS INDOOR ADVANTAGE CERTIFICATION

The Equity product line is certified by SCS Global Services for indoor air quality.

DESIGN

NP reserves the right to make changes and improvements in design and materials and to discontinue parts and components at the discretion of NP.

WOMEN'S BUSINESS ENTERPRISE (WBE)

This certification is administered by the Women's Business Enterprise National Council (WBENC) and is used by most large corporations to qualify potential vendors as credible diversity suppliers.

WOMAN OWNED SMALL BUSINESS (WOSB)

The U.S. Small Business Administration's WOSB Federal Contract Program provides greater access to federal contracting opportunities for WOSBs. The program allows contracting officers to set aside specific contracts for certified WOSBs and helps federal agencies achieve the existing statutory goal of five percent of federal contracting dollars being awarded to WOSBs. NP is certified as a WOSB.

HISTORICALLY UNDERUTILIZED BUSINESS (HUB)

The Texas Historically Underutilized Business (HUB) program encourages the use of HUBs in state procurement and provides information to minority and woman-owned businesses on the state's procurement process.

BUSINESS AND INSTITUTIONAL FURNITURE MANUFACTURER'S ASSOCIATION

NP is a member of the Business and Institutional Furniture Manufacturer's Association (BIFMA). Tests developed by BIFMA and approved by the American National Standards Institute (ANSI) determine the strength and durability of office furniture in its everyday use. Although this testing does not serve as a warranty or guarantee, NP standard products within this price list meet or exceed applicable ANSI/BIFMA X5.6 Panel Systems and ANSI/BIFMA X5.9 Storage Unit standards. Combinations of options added on to the standard products may not meet ANSI/ BIFMA standards. Those combinations which do not meet ANSI/BIFMA standards are not available on GSA. Additionally, Equity is BIFMA level 1 certified. For more information, contact Customer Service at customerservice@neutralposture.com.