

IDEON's Guarantee That You'll Love Our Warranty

We've got your back (and your seat, your legs, etc.)

We know you're putting a lot on the line when you select your furniture. Which is why we at IDEON put so much into all our lines. You can rest assured that every product you buy was built with superior craftsmanship and materials. And we stand behind all our products with a warranty that's as solid as our products. That's our warranty guarantee and we think you're going to like it.

Our warranty

For original end users, we warrant that IDEON products will be free from defects in its material and workmanship as described below. And if there's any problem – no problem. We'll repair or replace, at our option, without charge to the original purchaser only, defective products or parts resulting from normal use (standard 8-hour days, 5 days per week) for the following warranty periods:

Seating

10-Year Warranty – the entire time owned by the original purchaser for all chair components including glides, casters, frames and other structural elements.

Tables

10-Year Warranty – the entire time owned by the original end user.

Fabric & foam

5 Year Warranty – on all collections COM/COL not warranted for wear or long-term adhesion. Normal wear and tear is the specifier's responsibility.

A closer look

Here's some stuff our lawyers made us include. It basically spells out what we cover (a lot) and lets you know what we don't (not that much). Take a read through it if you ever need it, or if you need help falling asleep after a few too many dark chocolate-covered espresso beans.

- This warranty shall be effective for the applicable time period beginning from date of purchase as shown on your original receipt or other proof of purchase.
- This warranty is your sole remedy for product defects in material and workmanship and excludes defects or damage due to or arising in connection with transit, product abuse, abnormal use or misuse, negligence, accidents, user modification of, or attachments to the product, including application of your own upholstery materials and products or parts not used, maintained or installed in accordance with the company's installation, maintenance and/or applicable guidelines. Other exclusions include normal aging, fading or wear of fabrics, finishes and filling material.
- We will repair or, at our option, replace the defective part, free of charge to the purchaser.
- For products purchased on or after August 1, 2012, IDEON shall pay for all labor costs pre-approved by IDEON. The payment of such pre-approved labor costs will be in the form of a credit to an active IDEON account.
- There are no other warranties, expressed or implied, other than those specifically described, including without limitation any implied warranty or merchantability or of fitness for a particular purpose.
- We will not be responsible for incidental or consequential damages.
- Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights and you may have other rights, which vary from state to state.

Material facts

Sometimes, a few imperfections show just how perfect something is. Take furniture coverings, for instance. Sure, a cheaper, man-made material could be manufactured to appear flawless. But nature has a different take on perfection. So, due to natural variations in our natural materials, all IDEON furniture is sold subject to minor irregularities of color, surface, grain and texture.

Textiles

- Since textiles vary in weave, thickness and memory, some creasing and/or gathering may occur during the upholstery application process.
- Textiles are sold subject to minor variations of color.

Leather

- Leather upholstery materials are of the finest quality.
- Because leather is a natural product, variations of texture are common and should be expected.
- Leather will contain natural markings such as neck wrinkles, scratches, backbone marks and stretch marks. These distinctions give leather its unique characteristics and are considered to be a part of the natural beauty of leather.

Our standards are anything but

IDEON is a member of the Business and Institutional Furniture Manufacturer's Association (BIFMA). Tests developed by the Business and Institutional Furniture Manufacturer's Association (BIFMA) and approved by the American National Standards Institute (ANSI) determine the strength and durability of seating in its everyday use. Although this testing does not serve as a warranty or guarantee, IDEON products within this price list generally meet or exceed applicable BIFMA and ANSI standards. In other words, we make really good stuff and we're not afraid to put it to the test.

Claims

If one of our products fails during normal use (standard 8 hour work day, 5 days per week) within the applicable warranty period, please contact us at:

customersupport@ideondesign.com

OR

1-877-994-3366

Please provide us with:

- An explanation of the defect.
- A description of the relevant part.
- The proof of purchase.
- Your name, address, and telephone number.
- The model number, date of purchase, date of manufacture, cell number, and part number found under the seat of the chair.