

# Source Warranties

At Source Office Furniture, we offer extensive warranties on all our products, with most providing limited lifetime coverage. This way, you receive the full benefit of our extensive coverage and get years of worry-free use.

For the latest information on our warranties and how to contact us with any issues with your products, please visit our website at: <https://www.sourceofficefurniture.ca/warranty>

## Source-Exclusive Warranty for Performance Office Furnishings Products

Thanks to our long-standing relationship with Performance Office Furnishings, Source Office Furniture is happy to provide our customers with comprehensive warranties on Performance products above and beyond the base manufacturer warranty.

If you have any questions or concerns about your Performance product, please reach out to your furniture specialist, or to us online at [customerservice@source.ca](mailto:customerservice@source.ca).

## About Performance Office Furnishings

Performance Office Furnishings manufactures affordable, high quality office furniture to suit the needs of all office environments. As an industry leader in the design, manufacture and distribution of office furniture, Performance ensures that all their products are built to enhance user productivity, deliver value to the end user, and transform any space into an efficient work environment. Their products are distributed through a network of qualified office furniture dealers and retailers throughout the United States and Canada.

## Ergonomics

By encouraging natural movement and better posture, ergonomic products reduce fatigue, cut down on body strain, and improve efficiency. Performance manufactures a wide range of ergonomic solutions, including seating, desks and accessories, to keep you injury free.

## **Greenguard Certification**

In recent years, concern has grown over the need for employees to have a healthy work environment. Out of this concern has grown the Greenguard Environmental Institute: an independent organization that has established strict air quality standards for indoor products. The Greenguard standard has become the criteria by which many governments, corporations, health care facilities, and non-profit organizations require in their workplaces. This helps ensure a healthy environment for employees, customers, and guests alike. Performance is only one of a few Canadian companies that have had their laminate workstations, fabric options and related products certified by the Greenguard Environmental Institute as meeting their emissions standards. For more information on Greenguard-certified products visit [greenguard.org](http://greenguard.org)

## **Warranty Exclusions:**

Source's Exclusive Performance Warranty does not cover the following, regardless of product category:

- Nominal or normal wear and tear that occurs over time.
- Failures due to negligence, abuse, accident or misuse.
- Issues arising from improper application, installation, or maintenance not in accordance with Performance's written instructions.
- Modifications, attachments or repair methods not approved by Performance.
- Damage caused during transit by carriers or delivery/installation contractors.
- The matching of colours, grains or textures.
- Products exposed to extreme hot or cold temperatures or excessively dry or humid environments.
- Colour fastness or the matching of colour of textiles: dye lots of textiles can vary.
- Damage by markings or staining.
- Damage by sharp objects or imprinting from instruments.
- Damage to textiles or laminate and wood surfaces/edges from exposure to sunlight (including UV rays).
- Products used for rental purposes.
- Purchased parts that are warranted for 1 (one) year from the date of purchase.

Please note that Performance's warranty does not cover transportation or labour costs. Repair or replacement will be at Performance's discretion.

Each product is warranted from the date of purchase as long as the original owner owns the product.

## Laminate Case Goods - Limited Lifetime Warranty

Source's Exclusive Performance Warranty replaces or repairs any Performance desks, workstations, storage options, boardroom or meeting table products that are defective in materials or workmanship for as long as the original purchaser owns the product.

Without limiting the generality of the foregoing, this warranty does not apply to any laminate products that must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Glides, slides, hinges and non-moving metal parts are only warranted for a period of 10 (ten years). This warranty is voided if the original product is altered, modified, refurbished or used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

The original purchaser's sole remedy under this warranty is the replacement or repair of the defective product at Source Office Furniture's discretion. Due to changes in laminate colors and hardware, Source cannot guarantee that when replacing the product, the laminate or hardware will match. This warranty does not cover labour or shipping costs incurred to replace or repair the product.

## Table Warranties

### Height-Adjustable Table Warranty

Source's Exclusive Performance Warranty guarantees Performance's Height-Adjustable Tables to be free from defects in material and workmanship from the date of purchase as long as the original owner owns the product subject to the following limitations:

- Tabletops – Lifetime
- Non-moving metal parts – 10 (ten) years
- Non-electrical components – 5 (five) years
- Electrical components – 5 (five) years

### Premium Flip Top Table Limited Lifetime Warranty

Source's Exclusive Performance Warranty guarantees Performance's Premium Flip Top Tables to be free from defects in material and workmanship as follows from the date of purchase as long as the original owner owns the product subject to the following limitations:

- Tabletops - Lifetime
- Non-moving metal parts – 10 (ten) years
- Moving metal parts – 5 (five) years
- Castors – 3 (three) years

### Plastic Folding Table Warranty

Source's Exclusive Performance Warranty guarantees Performance's plastic folding tables to be free from defects in material and workmanship for 5 (five) years from the date of purchase as long as the original owner owns the product, subject to the following limitations: Plastic folding tables are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the plastic surface or items weighing in aggregate in excess of 350lbs being placed on the table surface.

## Tables Warranty Summary

PRODUCT	WARRANTY	EXCEPTIONS		OTHER LIMITATIONS
Height-Adjustable Tables	Limited Lifetime (Tabletop)	Non-moving metal parts	10 yrs	N/A
		Non-electrical components	5 yrs	
		Electrical components	5 yrs	
Flip-Top Tables	Limited Lifetime (Tabletop)	Non-moving metal parts	10 yrs	N/A
		Moving metal parts	5 yrs	
		Casters	3 yrs	
Plastic Folding Tables	5 yrs	N/A		Max. capacity on tabletop: 350 lbs. Do not place item with temp. of over 40°C on table.

## **Seating Warranty**

Source's Exclusive Performance Warranty guarantees Performance's seating to be free from defects in material and workmanship for as long as the original owner owns the product, subject to the following limitations: Mechanisms, bases, casters, pneumatic cylinders and plastic components are warranted for 10 (ten) years. Upholstery material, including fabric, is warranted for 5 (five) years. All external wooden components are warranted for 2 (two) years.

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour workweek by a person weighing 275 lbs or less. Proof of purchase must be provided to make a claim under this warranty.

## **Plastic & Metal Folding Chair Warranty**

Source's Exclusive Performance Warranty guarantees Performance's plastic and metal folding chairs to be free from defects in material and workmanship for 5 (five) years so long as the original owner owns the product subject to the following limitations:

Plastic folding chairs are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the surface or for use by people weighing in excess of 275 lbs. The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

## **800 Series Hospitality Stacker Warranty**

Source's Exclusive Performance Warranty guarantees Performance's 800 Series Hospitality Stacking Chair to be free from defects in material and workmanship for 5 (five) years so long as the original owner owns the product subject to the following limitations: Upholstery material, including fabric and foam, is warranted for 2 (two) years. The 800 Series Stacking Chairs are not warranted for use by people weighing more than 275 lbs. The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

## **Stacking Chair Warranty (not including 800 Series)**

Source's Exclusive Performance Warranty guarantees Performance's stacking chairs to be free from defects in material and workmanship for 5 (five) years so long as the original owner owns the product, subject to the following limitations: Fabric and foam are warranted for 5 (five) years. Plastic stacking chairs are not warranted for damage attributable to items with a temperature of over 40 degrees Celsius being placed on the surface. Stacking chairs are not warranted for use by people weighing in excess of 300 lbs.

The warranty is void if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

### **Soft Seating and Modular Seating**

Source's Exclusive Performance Warranty guarantees Performance's Reception Seating Series to be free from defects in material and workmanship for 3 (three) years so long as the original owner owns the product subject to the following limitations: This warranty is limited to the original purchaser for normal usage. The warranty is void if the product is used for rental purposes. Proof of purchase must be provided to make a claim under this warranty.

### **Diamond Seating Limited 5 Year Seating Warranty**

Source's Exclusive Performance Warranty guarantees Performance's Diamond Seating Series to be free from defects in material and workmanship for 5 (five) years so long as the original owner owns the product subject to the following limitations. Upholstery material, including fabric, is warranted for 3 (three) years. This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour workweek by a person weighing 220 lbs or less. The warranty is void if the product is used for rental purposes. Proof of purchase must be provided to make a claim under this warranty.

## Seating Warranty Summary

PRODUCT	WARRANTY	EXCEPTIONS		OTHER LIMITATIONS
General	Limited Lifetime	Swivel tilt mechanism	10 yrs	Used for standard 40-hr work week. Max capacity: 275 lbs
		Bases	10 yrs	
		Casters	10 yrs	
		Pneumatic cylinders	10 yrs	
		Wood components within the seat structure	10 yrs	
		Plastic components	10 yrs	
		Upholstery material	5 yrs	
		External wood components (arms/legs)	2 yrs	
Diamond Seating	5 years	Upholstery material	3 yrs	Used for standard 40-hr work week. Max. capacity: 220 lbs.
Plastic/Metal Folding Chairs	5 years			Max. capacity: 275 lbs. Do not place item with temp. of over 40°C on chair.
800 Series Hospitality Stacker	5 years	Upholstery including foam	2 Yrs	Max. capacity: 275 lbs
Stacking Chairs (Not Including 800 Series)	5 years	Fabric and Foam	5 Yrs	Max. capacity: 300 lbs. Do not place item with temp. of over 40°C on chair.
Soft and Modular Seating	3 years			Includes upholstery material: leather, bonded leather, and fabric
Wood Guest 1600/1700	Limited Lifetime	See General Seating Warranty Above		Used for standard 40-hr work week. Max capacity: 275 lbs
Tela Series	5 years			Max. capacity: 300 lbs. Do not place item with temp. of over 40°C on chair.
Big & Tall	Lifetime (All non-moving metal)	Heavy Duty mechanism, casters, cylinder and plastic	5 years	Max. capacity: 350 lbs
		Upholstery material	2 years	

## Other Warranties

### Steelwise Goods Warranty

Source's Exclusive Performance Warranty guarantees Steelwise Office Systems' steel office furniture, storage, bookcases and lateral file cabinets to be free of defects for as long as the original purchaser owns the product. Steelwise and Source warrant mobile pedestals to be free of defects for the lesser of 5 (five) years or the duration of ownership by the original owner.

All Steelwise products are subject the following limitations:

These warranties do not apply to products which have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. These warranties are void if the product is used for a purpose other than its advertised use, if the product has been moved with objects inside it or if it has been used for rental purposes. Locks and slides are warranted for 20 (twenty) years.

### Eclipse Systems Series Warranty

Source's Exclusive Performance Warranty guarantees Performance's Eclipse Systems Series to be free from defects in materials and workmanship for a period of 15 (fifteen) years, so long as it's owned by its original owner, subject to the following limitations: Fabric and upholstery materials are warranted for 3 (three) years from the date of installation. Glazed inserts are warranted for 5 (five) years from the date of installation.

Without limiting the generality of the foregoing, this warranty does not apply to any panel products that must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes.

Proof of purchase is necessary to make a claim under warranty.

### Task Light Warranty

Source's Exclusive Performance Warranty guarantees Performance's LED task lights to be free from defects in material and workmanship for as long as the original owner owns the product, subject to the following limitations:

Ballasts and other electrical wiring are warranted for 3 (three) years. Bulbs (including LED) are not warrantied.

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40- hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the foregoing, this warranty does not apply to task lights which have been altered, refurbished or damaged through normal wear and tear,



negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using task lights for rental purposes.

#### **Fabric Panels and Tack Board Warranty**

Source's Exclusive Performance Warranty guarantees Performance's fabric panels and tack boards to be free from defects in materials and workmanship for a period of 3 (three) years, so long as it's owned by its original owner, subject to the following limitations:

Without limiting the generality of the foregoing, this warranty does not apply to any panel and tack board products that must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

#### **Acrylic Panels Warranty**

Source's Exclusive Performance Warranty guarantees Performance's acrylic panels to be free from defects in materials and workmanship for a period of 3 (three) years, so long as it's owned by its original owner, subject to the following limitations:

Without limiting the generality of the foregoing, this warranty does not apply to any acrylic panels that must be replaced due to normal wear and tear, negligence, abuse, incorrect installation, freight damage, fire, flood or earthquake. Likewise, this warranty is void if the original product is altered, modified or refurbished. This warranty is invalid if the product is used for rental purposes. Proof of purchase is necessary to make a claim under warranty.

#### **Keyboard Tray Warranty**

Source's Exclusive Performance Warranty guarantees Performance's keyboard trays to be free from defects in material and workmanship for 5 (five) years, so long as the original owner owns the product subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the foregoing, this warranty does not apply to keyboard trays that have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using keyboard trays for rental purposes.

### **Monitor Arms Warranty**

Source's Exclusive Performance Warranty guarantees Performance's monitor arms to be free from defects in material and workmanship for 5 (five) years so long as the original owner owns the product subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the foregoing, this warranty does not apply to monitor arms that have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using monitor arms for rental purposes.

### **Worksurface, Doors and Wall Mounted Glass Product Warranty**

Source's Exclusive Performance Warranty guarantees Performance's premium worksurface, doors and wall mounted glass products to be free from defects in workmanship and materials at the time of shipment to the original purchaser and/or date of original purchase. Should a Performance glass product break or crack under normal usage and proper application, Performance will replace the product, upon proof of purchase, for up to 3 (three) years. This limited warranty does not include shipping charges and processing charges to and from the factory and/or distribution facility. Product replacement is the sole remedy provided under this limited warranty.

Source is not responsible for consumer abuse, misuse, or mishandling of the product that result in damage or scratches to the product.

### **Chair Mat Product Warranty**

Source's Exclusive Performance Warranty guarantees Performance's chair mat products to be free from defects in workmanship and materials at the time of shipment to the original purchaser and/or date of original purchase. Should a Performance chair mat product break or crack under normal usage and proper application, Source will replace the product, upon proof of purchase, for up to 1 (one) year. This limited warranty does not include shipping charges and processing charges to and from the factory and/or distribution facility. Product replacement is the sole remedy provided under this limited warranty.

The use of the chair mat in conjunction with a chair having metal chair casters, hard chair casters meant for carpeted surfaces or casters with surface contact of less than one-half in width are not covered under this limited warranty. This limited warranty does not cover damage arising from negligence, improper use or application, fire, house pets, wet mopping, excessive dryness, excessive exposure to moisture, sand, dust, dirt and/or other sharp or abrasive objects or furniture.

The warranty is void if the chair mat is used on uneven, unclean or concrete surfaces, used on newly-installed/newly-varnished or painted flooring, or used on custom flooring without checking with the floor manufacturer and/or treatment specialist prior to use.

### **Glass Chair Mat Product Warranty**

Source's Exclusive Performance Warranty guarantees Performance's glass chair mat products to be free from defects in workmanship and materials at the time of shipment to the original purchaser and/or date of original purchase. Should a Performance glass chair mat product break or crack under normal usage and proper application, Source will replace the product, upon proof of purchase, for up to 2 (two) years. This limited warranty does not include shipping charges and processing charges to and from the factory and/or distribution facility. Product replacement is the sole remedy provided under this limited warranty.

The use of the glass chair mat in conjunction with a chair having metal chair casters, hard chair casters meant for carpeted surfaces or casters with surface contact of less than one-half inch in width are not covered under this limited warranty. This limited warranty does not cover damage arising from negligence, improper use or application, fire, house pets, wet mopping, excessive dryness, excessive exposure to moisture, sand, dust, dirt and/or other sharp or abrasive objects or furniture.

The warranty is void if the glass chair mat is used on uneven, unclean or concrete surfaces, used on newly-installed/newly-varnished or painted flooring, or used on custom flooring without checking with the floor manufacturer and/or treatment specialist prior to use.

### **Glass Board and Whiteboard Warranty**

Source's Exclusive Performance Warranty guarantees Performance's glass and whiteboards to be free from defects in material and workmanship for 1 (one) year so long as the original owner owns the product, subject to the following limitations:

This warranty is limited to the original purchaser for normal commercial usage. Normal commercial usage is defined as a standard 40-hour work week. Proof of purchase must be provided to make a claim under this warranty.

Without limiting the generality of the foregoing, this warranty does not apply to whiteboards that have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty is invalid if the purchaser is using whiteboards for rental purposes.

### **Electrical Power Modules Warranty**

Source's Exclusive Performance Warranty guarantees Performance's electrical power modules and components to be free from defects in material and workmanship for 1 (one) year so long as the original owner owns the product subject to the following limitations:

Without limiting the generality of the foregoing, this warranty does not apply to power modules or components that have been altered, refurbished or damaged through normal wear and tear, negligence, abuse, shipping, storage, fire, flood or earthquake. This warranty does not apply to natural changes that may occur in the color of the exterior of the modules whether as a result of exposure to sunlight or otherwise. Any hardwiring of electrical components must be installed by a licensed electrician in a manner it was intended to be used. This warranty is invalid if the purchaser is using the power modules or components for rental purposes. Proof of purchase is necessary to make a claim under warranty.