

Terms and Conditions Warranty

Warranty and Renewability

Sauder® Manufacturing Co. (“Company”) provides the following warranty to the end-user and owner (“Owner”) of the new Wieland Healthcare products (“Products”). All Wieland Healthcare products are warranted to be of good quality and free from defects in material and workmanship under normal use for the periods noted below.

This warranty information covers the structure of the furniture: the laminated-veneer or solid wood frame, the construction of the arms, table legs and stretchers, delamination of tables, and all fasteners and moving parts.

| Years under Warranty – Structure | | | | | | | renewability | |
|----------------------------------|---|---|---|---|----|----|--------------|-----------|
| Seating | 1 | 2 | 3 | 5 | 10 | 25 | full | component |
| Accord™ | | | | | | X | X | |
| Allay® | | | | | | X | X | |
| Amari | | | | | | X | X | |
| Canton | | | | | | X | | X |
| Capital | | | | | | X | X | |
| Chancel | | | | | | X | | X |
| Cove | | | | | | X | X | |
| Delta | | | | | X | | | X |
| Hale | | | | | | X | | X |
| Latitude | | | | | | X | X | |
| Laurelwood | | | | | X | | | X |
| Link | | | | | X | | | X |
| Monroe | | | | | | X | | X |
| Oaklok | | | | | X | | | X |
| Perk | | | | | X | | | X |
| Plyfold | | | | | X | | | X |
| Plylok | | | | | | X | | X |
| Pose | | | | | X | | | X |
| Rally | | | | | | X | X | |
| sleepToo® | | | | | | X | X | |
| Soul | | | | | | X | | X |
| Sprout | | | | | | X | | X |
| Trace | | | | | | X | | X |
| Trey®-G | | | | | X | | | X |
| Unity | | | | | X | | | X |
| Upland | | | | | X | | | X |
| Vantage | | | | | X | | | X |
| Versant | | | | | | X | X | |
| Wedgewood | | | | | X | | | X |
| Years under Warranty – Structure | | | | | | | renewability | |
| Tables | 1 | 2 | 3 | 5 | 10 | 25 | full | component |
| 4700 Series | | | | | | X | | X |
| Amigo | | | | | | X | | X |
| Canton | | | | | | X | | |
| Cube | | | | | | X | | |
| Disc | | | | | | X | | X |
| Drum | | | | | | X | | |
| Dune | | | | | X | | | |
| Fuse | | | | | | X | | |
| Trumpet | | | | | | X | | X |
| Tubular | | | | | | X | | X |

| Years under Warranty – Structure | | | | | | |
|----------------------------------|---|---|---|---|----|----|
| Accessory | 1 | 2 | 3 | 5 | 10 | 25 |
| Accord™ intelliTrac™ | | | | | X | |
| Accord™ Recline Mech | | | | | X | |
| Accord™ safeBrake | | | | | X | |
| Accord™ Sleep Chair Mech | | | | | X | |
| Accord™ Transfer Arm | | | | | X | |
| Allay® Ottoman Mech | | | | | X | |
| Allay® Drawer Slides | | X | | | | |
| Amari Brakes | | | X | | | |
| Amari Recliner Mech | | | | | X | |
| Amari Transfer Arm | | | | | X | |
| Capital Sleep Chair Mech | | | | | X | |
| Cove Brakes | | | X | | | |
| Cove Recliner Mech | | | | | X | |
| Cove Transfer Arm | | | | | X | |
| Glider Mech | | | | | X | |
| SmartRail | | | | | X | |
| Power Unit - 120V/USB | | | | X | | |
| Power Unit - USB-A/C | | | | X | | |
| Pneumatic Cylinder | | | | X | | |
| sleepToo® Drawer Slides | | X | | | | |
| sleepToo® Ottoman Mech | | | | | X | |
| sleepToo® Nylon Back Fabric | | | | X | | |
| sleepToo® Table and Table Mech | | | | | X | |
| Tablet Arms, Casters and Brakes | | | X | | | |
| Heat + Massage | | | | X | | |

Fabric:

The Company warrants Wieland Program Fabrics, if purchased through Wieland for use on Wieland products for a period of 5 years.

Company has assembled an extensive graded-in offering featuring a wide selection of upholstery selected for performance. Wieland Program fabrics are available through ArcCom, Architex, Maharam, Mayer, Momentum, and CF Stinson. Company warrants these textiles to perform under normal conditions as furniture upholstery and when cared for according to cleaning and maintenance guidelines provided by the textile supplier. Proper care and cleaning is imperative for maximizing textile performance. However, in the unlikely event that one of these upholsteries does not perform in accordance with manufacturing specifications when used and maintained under normal conditions, and the user has not misused, cleaned or attempted to clean using cleaning agents or procedures not suggested or approved by the textile supplier, Company will replace the fabric free of charge.

Exclusions & Conditions:

The following are specially excluded from the warranty:

- Any custom components that are not a part of the company standard line. This would include, but not be limited to, custom-designed parts or customer specified components, such as fabric, vinyl, foam, etc., that are not a part of the standard company product line.
- Improper operation or abuse, alteration, modification or misuse of Products.
- Damage caused by Products being unduly subjected to water or damaged by U.V. rays (damage caused by ultra violet light from direct,

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- indirect or diffuse sunlight or artificial lighting sources).
4. Damage caused in storing/moving products or furniture after delivery and prior to installation – when stored at customer request.
 5. Damage caused by on-site construction process, other contractors or subcontractors, or the work of such contractors or subcontractors, including drywall dust.
 6. Damage as the result of accident, fire, flood, civil disorder, strike, Acts of God, abuse, misuse or any cause outside of ordinary usage.
 7. Normal wear and tear, maintenance, scratching or natural wearing of finishes on chairs and tables.
 8. Damage to the underlying facility or property, including normal wear and tear to floors from chairs
 9. Differences or variances in color from sample material (except within commercially reasonable tolerances) to actual product, nor matching fabrics on separate orders.
 10. Fabric damage caused by stain, vacuuming or improper cleaning.
(Note: Not all Fabrics are standard with stain repellent treatment)
 11. Damage caused from shipping.

General Information:

- A. We have agreements with our upholstery suppliers to assure that all products meet Association of Contract Textiles standards for bow and skew. We also further eliminate pattern variability in our cutting process. However, you may still notice some irregularities that are within industry standards and are not covered under our product warranty.
- B. Replacement, repair, or refund of the purchase price, (pro-rated for use), as determined by Company and is the "sole and exclusive" remedy under the warranty, and all incidental and consequential damages are excluded and disclaimed from warranty coverage.
- C. To receive benefits under the terms of this warranty, the purchaser must:
 1. Notify Company of the defect.
 2. Fill out Company service request form, which will be sent to you, and provide a description of the defect.
 3. Submit completed form along with applicable photos.
- D. Any disputes over the provisions of this warranty will be mutually reviewed by representatives of Purchaser and Company.

E. ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED AND DISCLAIMED. THIS LIMITED WARRANTY IS THE ONLY WARRANTY FROM COMPANY APPLICABLE TO THE GOODS.

TYPES OF RENEWABILITY

Fully Renewable: These products have replaceable covers with hook and loop upholstery attachment and most components are replaceable as well

Component Replaceable: Entire seat cushions (wood/foam/upholstery) and back cushions (wood/foam/upholstery) are replaceable. Additional replaceable components may vary per product. Additional component examples: Arms, tops, foot or casters, arm or back caps, handles, drawers or doors, etc.

See Chart for product details.