

Warranty

PALMER HAMILTON LLC warrants that its products shall be free from defects in original material and workmanship for the period listed below from the original shipment date or substantial completion date. This warranty shall not apply to normal wear and tear. In the event products are damaged as a result of misuse, abuse, vandalism, neglect, accident, improper application, and modification or repair by persons not authorized by PALMER HAMILTON, the company reserves the right to render any warranties null and void. The company will, at its discretion, repair or replace any defects. Any repair or replacement must be approved in advance by the factory before any action is taken. There are no implied warranties of fitness or merchantability, and there are no other expressed warranties beyond the warranties expressed here.

| Product Name / Family | Warranty (in years) (also see limitations and exclusions page) |
|---|--|
| Mobile, Outdoor & Accessories | |
| Mobile Folding Tables, Wall Pocket Systems, PHlip™ | 15 |
| Recycle & Trash Receptacles, Condiment Centers, Covey – Cluster Seating Centra - indoor/outdoor seating and dining furniture | 5 ^A |
| Getzen | 5 |
| Palmer Hamilton Design | |
| Cabinetry, Planters, & Crowd Control Products | 5 ^A |
| Art & Décor Products | 5 ^A |
| Window Film | Limited 2-year warranty. |
| Multipurpose Tables | |
| Aero, Alloy, Discovery, Harmony, Inspiration™, Rally™, Story, Sync, Synergy | 5 ^A |
| Conversation | 1 |
| RE-LOAD™ - charging hub, charger and battery - table surface, frame and base. | 1 5 |
| Tiki | 2 |
| Seating | |
| Chariot™ - Booths, Settees & GoPanels | 5 |
| Buddy Bench | 5 ^A |
| Encore - Chairs | 5 |
| Hive®, Daisy, Lenoir, Tahoe | 5 |
| Filo, Kendo, Tiki - Chairs | 2 |
| Kurpie - Chairs | 1 |
| Method - Chairs | 10 |
| Spree - Chairs | 5 |
| TimberRidge - Chairs | 1 |
| All other metal frame stack chairs | 2 |
| Esports Products | |
| RESPAWN Chairs | 5 |
| RESPAWN Tables | 2 |

| Other | | |
|--|--------------------------------------|-----------------|
| Blueridge Shelving | | 15 |
| Carts | | 5 |
| Booth Movers | | 2 |
| Essay – Library Shelving and Circulation Desks | | 15 |
| Nook | - electrical and lighting components | 1 |
| | - panels, hardware, frames | 5 |
| SES Cabinet | | 1 |
| Serving Line Equipment | | 15 ^A |
| Serving Line Carts | | 1 ^A |
| Umbrella | | 1 |
| Power Hubs and Power Accessories | | 1 |

Note: For superscripted notation and additional product family details, see limitations and exclusions page as it is an integral part of our Warranty Policy.

Warranty Terms, Conditions, Limitations and Exclusions

General Exclusions/Limitations:

- Any frame leg and/or foot glide, bumper, threaded leveling glide, or endcap contained on or within any of Palmer Hamilton's products sold is considered a normal wear and tear item and not subject to warranties specified in tables on page 1 and 2, regardless of table footnote. This includes, but is not exclusive to, any mobile products, chair or stool products, or any HIVE® or DAISY collaborative furniture.
- Customer warrants that Palmer Hamilton products are suitable for use in their environment and this warranty does not cover any additional claims resulting in indirect, consequential, or accidental damage to their environment.
- Warranty periods for products are valid for an intended use environment based on an 8 hour per day, 40 hour per week.

Mobile, Outdoor & Accessories:

- ^A Products sold in these categories from time to time may include components sourced from independent vendors and, as a matter of course, will reflect the vendor's warranty terms, conditions, and duration. The warranty on these components may be less encompassing than Palmer Hamilton's stated manufacturer's warranty. Claims against these products will be reviewed on a case-by-case basis.
- **Getzen Metal** – 5 Year warranty on thermoplastic elements, and 1 year warranty on powder coated components.
- **Getzen Concrete** – 2 Year warranty on concrete components.
- **Centra & Covey** – Centra and Covey outdoor products carry 3-year powder coat warranty. Claims against these products will be reviewed on a case-by-case basis.

Palmer Hamilton Design:

- ^A Products sold in these categories from time to time may include components sourced from independent vendors and, as a matter of course, will reflect the vendor's warranty terms, conditions, and duration. The warranty on these components may be less encompassing than Palmer Hamilton's stated manufacturer's warranty. Claims against these products will be reviewed on a case-by-case basis.

Multipurpose Tables:

- ^A Products sold in these categories from time to time may include components sourced from independent vendors and, as a matter of course, will reflect the vendor's warranty terms, conditions, and duration. The warranty on these components may be less encompassing than Palmer Hamilton's stated manufacturer's warranty. Claims against these products will be reviewed on a case-by-case basis.
- **Alloy** – Cast bases and columns are warrantied for 5 years. Indoor particleboard and MDF core tops have a 5-year warranty. Indoor/outdoor composite tops have a 3-year limited warranty.
- **RE-LOAD™** – See RE-LOAD™ Operations Manual for details.

Seating:

- ^A Products sold in these categories from time to time may include components sourced from independent vendors and, as a matter of course, will reflect the vendor's warranty terms, conditions, and duration. The warranty on these components may be less encompassing than Palmer Hamilton's stated manufacturer's warranty. Claims against these products will be reviewed on a case-by-case basis.
- **Chariot™ Booth** – Frame and fiberglass units are warrantied for 5 years. For fabric upholstered seats or seat backs, only the warranty offered by the original fabric manufacturer applies. COM or COL customer supplied fabrics are not warrantied by Palmer Hamilton.
- **Encore** Chairs – 5-year structural warranty. For upholstered seats or seat backs, only the warranty offered by the original fabric manufacturer applies. Does not include wear items (glides, finishes and upholstery).
- **Spree** Chairs – Upholstery treatments and fabrics are subject to warranties offered by the respective fabric manufacturer.
- **Daisy** - Frame and structure are warrantied for 5 years. For upholstered fabrics, only the warranty offered by the original fabric manufacturer applies. COM or COL customer supplied fabrics are not warrantied by Palmer Hamilton.
- **Hive®, Lenoir, Tahoe** - Frame and structure are warrantied for 5 years. For upholstered fabrics, only the warranty offered by the original fabric manufacturer applies. COM or COL customer supplied fabrics are not warrantied by Palmer Hamilton. Power items have 1-year warranty.

Esports Products:

- "Normal Commercial Use" is defined as 8 hours a day, 5 days a week, with a weight capacity not to exceed 275 pounds.
- The following RESPAWN materials and components are only covered for a 2-year period:
 - All fabric and material
 - Electrical systems
 - Any moving parts which would include but are not limited to chair mechanisms, castors, and gas lifts

Other:

- ^A Products sold in these categories from time to time may include components sourced from independent vendors and, as a matter of course, will reflect the vendor's warranty terms, conditions, and duration. The warranty on these components may be less encompassing than Palmer Hamilton's stated manufacturer's warranty. Claims against these products will be reviewed on a case-by-case basis.
- **Carts** – Warranty is 5 years for structure and workmanship and 1 year for casters. Carts include the RE-LOAD™ Battery cart, Sync table cart, Aero table cart, Kendo chair cart, Filo chair cart, and Encore chair cart.
- **Both Movers** – Warranty is 2 years. Product is used for fixed frame Chariot™ booths.
- **Essay** – This warranty does not cover ordinary wear and tear, or problems caused by abusive or abnormal use, modification or alteration, improper assembly/installation, failures resulting from inadequate inspection and maintenance, accident, vandalism, or freights damage. Any incidental or consequential damage, including by not limited to business losses, personal property damage and third-party liabilities are hereby expressly excluded.
- **Serving Line Equipment** – Warranty is 15 years for structural frame and boards only. Cold and heat wells, sneeze guards, traffic rails, and electrical components have a 1-year limited warranty.
- **Serving Line Carts** – Warranty is 1 year.
- **Umbrellas** – All commercial models are protected by a 1-year manufacturer's warranty against defects and the fiberglass ribs are protected against defects for 3 years. The manufacturer offers a 5-year warranty against fading and the stitching is protected with a 1-year warranty against defects.

All warranty terms, conditions, limitations, and exclusions are subject to change without notice.