143 S. Jackson Street • Elkhorn, WI 53121-1911
palmerHamilton.com

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. 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

Product Name / Family	Warranty (in years) (also see limitations and exclusions page)
Buddy Bench	5[A]
Encore - Chairs	5
Hive®, Daisy, Lenoir, Tahoe, Haywood, Belmont, Jackson	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 - panels, hardware, frames	1 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:

- **General Use**

  Warranty periods for products are valid for an intended use environment based on an 8 hour per day, 40 hour per week.

- **Environmental Use Guidelines**
  - *Indoor Furniture* is intended for use in temperature- and humidity-controlled environments, away from direct exposure to outdoor elements.
  - *Outdoor Furniture* is specifically designed to withstand exposure to sun, rain, and humidity.

- **Definition of Extreme Environments**

  For the purpose of this warranty, “extreme environments” refer to use or storage conditions that do exceed standard indoor furniture use and may exceed standard outdoor furniture use. These may include, but are not limited to:
  - Prolonged, direct exposure to sunlight or UV radiation
  - Environments with sustained high humidity (>90%) or water pooling
  - Exposure to saltwater or salt-laden air in coastal or marine locations without appropriate cleaning and maintenance
  - Placement near pools or hot tubs with chlorine or any other chemical exposure
  - Prolonged exposure to extreme temperatures: below 5°F or above 113°F
  - Long-term outdoor storage during winter or severe weather without the use of protective covers

  Customer warrants that Palmer Hamilton products are suitable for use in their environment. Palmer Hamilton reserves the right to review claims involving extreme environments on a case-by-case basis.

- **Maintenance Requirement**

  To remain eligible for warranty coverage, outdoor furniture must be:
  - Cleaned regularly and protected using the recommended maintenance practices
  - Covered or stored during prolonged periods of non-use or extreme weather
  - Positioned to allow for adequate air circulation and drainage

- **Warranty Exclusions – Indoor, Outdoor & Extreme Use**

  This warranty does not cover damage resulting from:
  - Fading, warping, cracking, or corrosion due to unprotected or improper exposure to environmental stressors
  - Mold, mildew, salt, or mineral buildup resulting from improper placement, storage, or cleaning

- Swelling, delamination, or structural failure due to excess moisture or water penetration
- Rust or finish breakdown from excess moisture, standing water, pooling, or submersion
- Use in unventilated spaces subject to high humidity or temperature fluctuations
- Fabric wear, staining, or breakdown from prolonged sun, chemical, or pollutant exposure
- Damage from high winds, snow loads, hail, or severe weather events

- **General Warranty Exclusions**

  Additionally, this warranty does not cover:

  - Normal wear and tear, including minor scratches, dents, and finish changes over time
  - Damage from misuse, abuse, neglect, or lack of proper care
  - Alterations, custom modifications, or use of unapproved cleaners
  - Transportation damage after delivery
  - Acts of nature, including floods, earthquakes, and extreme weather events
  - Wear items such as leg and/or foot glides, bumpers, threaded leveling glides, or endcaps
  - Incidental or consequential damages, including but not limited to loss of use, inconvenience, or damage to surrounding property.

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.
- **Comfort Plus Benches** – Bench seats 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 warranted by Palmer Hamilton.
- **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, considering any extreme environmental conditions.

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 warranted 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 warranted by Palmer Hamilton.
- **Hive®, Lenoir, Tahoe, Haywood, Belmont** - 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 warranted by Palmer Hamilton. Power items have a 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.
- **Booth 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.