

WARRANTY INFORMATION

RGS, Inc. Limited Warranty

RGS products are warranted against manufacturers defect in material and workmanship for the usable life of the product for the original owner, as defined as follows:

- One year – RTA and power components
- Two years – gas cylinders, control mechanisms, upholstery and foam
- Five years – “Accessories,” chair bases, metal and wood chair frames, casters, glides, any and all wood or polymer based components
- Ten years – All laminate, wood or veneer casegoods, metal desk pedestals, metal shelving units, metal table legs and bases, and carts

To Obtain Service Under the Warranty

Should any component be found to be defective, the customer should contact the dealer that originally sold them the product. The dealer will gather information on the product, including the product number or name, nature of the defect, original sale date, and conditions product is being used, along with the defective product or part. The dealer will provide this information to RGS, Inc's customer service department along with their proof of purchase, who will determine whether a replacement part or product is to be provided free of charge under warranty. The dealer will return the defective part or product freight prepaid to RGS, Inc. Upon receipt of the defective part or product, a replacement will be sent to the dealer.

Failure to provide the requested information – including proof of purchase – or to return the defective part will result in the request for a warranty part or product to be rejected.

Exclusions

This warranty does not apply to the following:

- Normal “wear and tear”, which are to be expected over the course of ownership.
- Seating products used for more than 8 hours in a given day or 40 hours in a given week.
- Seating products used by persons weighing over the maximum capacity of 250 lbs. with the exception of the RGS-305 Quinn stack chair tested to 400 lbs., and the RGS-203 Azure BT tested to 500 lbs.
- Products used for rental purposes.
- Damaged caused by the carrier in transit (which should be handled per the receiving instructions below) or damage caused during installation or assembly.
- Failures due the negligence of the customer to properly assemble or regularly maintain (including but not limited to cleaning, lubricating, tightening all screws, bolts and cams every 3-6 months) their product.
- Variations in leather and wood finishes which are to be expected due to their nature as natural materials.
- Products which have been altered, are missing components, or have been assembled in a manner inconsistent with the manufacturer- provided assembly instructions.
- Tufted buttons on any products.

The warranty applies only to products. RGS Inc. is in no way responsible for loss, inconvenience, or other damages or expenses resulting from a product defect. This warranty is valid in the USA only.

Effective Dates

The above warranty is effective for any products sold on or after January 1, 2020. The terms of this warranty may be altered at a future date by the manufacturer, upon notification of the manufacturer's authorized resellers.

TERMS & CONDITIONS

Terms of Sale

Accounts will be offered terms of Net 20 days with established satisfactory credit. All other orders require payment in advance by check or credit card (Visa or Mastercard only). Past due accounts are subject to a finance charge of 1.5% per month. Accounts with a past due balance or unpaid finance charges must clear this balance prior to any new orders or warranty claims being accepted.

Shipping Information

TITLE OF GOODS passes to purchaser and our responsibility ceases when shipment is accepted by any carrier from one of our Distribution Centers. All products are shipped by FedEx Ground or Common Carrier, freight prepaid dock-to-dock, unless otherwise specified on your purchase order. Any incidental charges – including but not limited to inside delivery, liftgate, residential, reconsignment – will be charged back.

Upon Receiving Your Shipment

Upon receiving your shipment and before signing for it, count the cartons to ensure all products have been received and visually inspect all packages for signs of damage in transit. Should there be any shortage or signs of possible damage, note all findings on the driver's paperwork. Keep your copy of the paperwork.

If damage is discovered, either visibly on the carton or concealed, retain all product and packaging for inspection by the freight carrier. Contact the freight carrier immediately, and in no more than 15 days from the date of delivery to make a report and submit a claim. The freight carrier will then provide you with the procedure. In the meantime, contact RGS to order any replacement parts or product.

Returns

All product returns will result in a merchandise credit. Returned merchandise will not be accepted if sent freight collect or without prior written authorization. Ship freight prepaid in original carton. Customer will be responsible for any damage on return and the cost of re-boxing if required prior to any credits being issued.

Order Changes or Cancellations

Due to the quick ship nature of RGS Office Furniture products, we must limit customer changes and cancellations. All orders ship within 72 hours of receiving an approved order. Orders canceled or changed after shipment will be subject to a 25% restocking charge plus the return freight charges. All changes or cancellations must be in writing.

Exceptions

There are no exceptions to these terms of sale unless otherwise specified in a customer contract, signed by an officer of RGS, Inc. and an officer of the customer company.