



USACAPITOL 2024 WARRANTY

Warranty

USACapitol warrants that its products shall be free of all substantial defects in original material and workmanship that may become evident within ten years from the date of purchase. Limitations: moving/wearing parts – 1 year. USACapitol warrants the structural integrity of our metal frames for the lifetime of the frame.

Lifetime Frame Structure Warranty

USACapitol guarantees for the warranty period from the date of shipment against product defects in construction, materials, or workmanship. USACapitol reserves the right to repair or replace such parts.

Ntersect Line: Limited 15-Year Frame Warranty

USA Capitol will repair or replace, at its sole option, any Ntersect product that proves to have defect in material or workmanship for fifteen years from the original assembly date except for the exclusions and limitations listed below. This is your sole and exclusive remedy. Unless otherwise specified, USACapitol Ntersect products are for indoor use only.

Limitations: Moving/Wearing Parts – 1 year, Glides – 5 years, Laminates – 10 years.

Exclusions

This limited warranty does not cover apparent defects caused by abusive or abnormal use of the product, rust caused by natural elements or high exposure to moisture, improper assembly, modifications, or attachments not approved by the manufacturer, products not installed, used or maintained in accordance with product instructions or failures resulting from inadequate inspection and maintenance. All incidental or consequential damages which may arise, including but not limited to business losses, personal property damage, damage caused by the incompatibility of the product with the customer's flooring (or other customer property), labor costs associated with repairs or replacements, and third-party liabilities are hereby expressly excluded. Also expressly excluded under this warranty is vinyl and fabric upholstery material and normal wearing parts. Normal use is defined as use that occurs during a normal 40-hour work week by persons weighing 250 lbs or less.

This warranty is nontransferable and is intended for the original purchaser only.

USACapitol reserves the right to make changes in product design, construction methods, materials, and colors. We reserve the right to discontinue any product without notice.

No other warranties expressed or implied are given on products manufactured by USACapitol.

Company shall not be liable for, does not assume, and expressly disclaims, any liability, responsibility and damages: due to any buyer/end user's failure to comply with this warranty, including improper installation, use or operation; use with products from other manufacturers that do not meet company product standards, contact with incompatible materials, chemicals, excessive weight, and vandalism; due to reasonable wear and tear and due to any acts of nature, including lightning, earthquakes, ground movement, frost heave or floods.

Color Variations/Finishes:

Some natural color variation occurs in thermoset hard plastic and is inherent to its character. Some color variation occurs in polypropylene injected molded components. These variations cannot be avoided and are therefore not considered defects. Chrome plating is a chemical process by which nickel physically bonds to a metal surface, then chrome bonds to the nickel. Due to the length of our welds, some may appear blackish grey in areas under the seat or desktops. Some surface rust may occur on nickel/chrome in indoor areas with poor environmental controls. These cannot be avoided and therefore are not considered defects. Powder coating is applied electrostatically and is then cured under heat to allow it to flow and form a skin. This surface will wear over time.

Obtaining Warranty Service:

Your USACapitol dealer is our mutual partner in supporting your warranty requests. By following the procedures outlined below, you can be assured of the best level of service. Contact the dealer from whom the product was purchased within 30 days of discovery of the defect. Your dealer will gather all pertinent information regarding the claim, inspect the product and contact a USACapitol customer experience representative. Please allow a reasonable amount of time for inspection and review. Upon evaluation and qualification of claim request, USACapitol will provide replacement parts, authorize repairs, or replace the product.

