

Warranty

Lifetime Single Shift Warranty:

Effective January 2007

Neutral Posture, Inc. (NP) warrants all Neutral Posture® Seating and N-hancements® Accessories to be free from defects in workmanship and materials under normal use for the product's lifetime. Normal use is defined as wear which occurs in an office environment during the course of a normal single-shift usage workday (8 hours/per day/5 days per week).

This lifetime warranty shall be for all lines and components except as noted: chair controls, arms and plastic components are warranted for ten (10) years. Fabric is warranted for three (3) years. The fabric warranty does not include leather, Ultraleather™, NovaSuede®, UltraSuede®, Finesse® or COM and COL. The Inflatable Lumbar is covered for five (5) years.

NP's warranty obligation is limited to the replacement or repair, at NP's option, of defective products which have been reported by the original purchaser to be defective in workmanship or material and which are found to be so by NP upon inspection. Defective products shall be returned at the discretion of the factory, and all returns must be authorized in advance. NP will assume no responsibility for any labor charges unless agreed to in writing by NP's Corporate Office.

Freight for products and parts covered under warranty will be covered for the forty-eight (48) contiguous states with the method of shipping at Neutral Posture's discretion.

The user shall be responsible for all maintenance service, which includes: lubricating and cleaning of the product, assembly, adjustment and performing operation checks.

NP will have no warranty obligation if the product is subjected to abuse, alteration, misuse, negligence or accident or if the user fails to perform the maintenance service referred to above.

The warranty printed above is the only warranty applicable to these products. All other warranties expressed or limited, including but not limited to the implied warranties of merchantability and fitness for a particular purpose are disclaimed.



Continuous-shift/Intensive-use Warranty

Effective January 2007

Certain Neutral Posture seating models come standard with the benefits of the following continuous-shift warranty such as the N-dure™ Series and the Big & Tall Series. Other Neutral Posture products may be warranted for continuous-shift use through the purchase of the continuous-shift warranty (\$290 List). The continuous-shift warranty covers all components of the chair for a period of five (5) years from the date of purchase except for upholstery and Inflatable Lumbar. Only upholstery with a double-rub rating of over 1M is warranted for the complete 5-year period. Neutral Posture products not subject to the terms of our continuous-shift warranty, but used in such an environment (exceeding 8 hours per day/5 days per week), are to be free from defects in workmanship and materials for a period of two (2) years. Neutral Posture shall have no warranty obligation if the product is subjected to abuse, alteration, misuse, negligence or accident. All other terms and conditions of our lifetime single-shift warranty apply.

Available Chairs:

All except Big & Tall and N-dure™ Series
Big & Tall Series
N-dure™

Upcharge:

\$290
No Charge
No Charge



Personalize
Your
Chair

Personalize your chair with a custom logo. For more information on how to order a personalized chair, contact Customer Service at 800-iGo-Ergo 800 (446-3746) select option "1" or email CS@iGoErgo.com