

Warranty Terms

Verve Offices Inc · June 2026

At Verve Offices Inc., we are committed to providing our customers with high-quality office furniture solutions. To ensure your satisfaction and the long-term durability of the products we offer, we extend warranties in accordance with the manufacturer's specific warranty terms for the brands we represent. Below, you will find the general warranty guidelines for furniture and products sourced through Verve Offices Inc.

01 WARRANTY COVERAGE

Verve Offices Inc. offers a limited warranty on the following brands for products purchased through us:

- Groupe Lacasse
- Tayco
- Apricot
- Spec
- Allermuir
- Senator
- Magnuson Group
- Bureau
- Workspace48
- Fellowes
- Gus

The warranty period and coverage are defined by the individual manufacturers for each product. Warranties apply solely to the original purchaser and are non-transferable. All warranty claims must be made within the applicable warranty period.

02 MANUFACTURER WARRANTY TERMS

The following outlines the general coverage provided by the manufacturers. Detailed warranty information can be obtained directly from Verve Offices Inc. or the manufacturers' official warranty documents.

Groupe Lacasse: Limited lifetime warranty from date of invoice. Component tiers: 25 years on thermofused laminate; 20 years on drawer slides; 10 years on high-pressure laminate, key locks, and electrical systems; 5 years on height-adjustable mechanisms, casters, fabrics, and wood components; 1 year on electronic locks and electrical modules.

Tayco: Tiered warranty from date of manufacture — Lifetime: metal structural components and panel frames. 12 years: laminates. 10 years: vinyl trim and electrical components. 5 years: moving parts, motors, and seating components (single-shift use). Repair or replacement at Tayco's discretion. Excludes wear and tear, misuse, and environmental damage.

Apricot: 10-year warranty on cast components, 3 years on laminates, 2 years on fabric. 5-year Full Replacement Limited Warranty from date of installation. Repair, replacement, or credit at Apricot's discretion.

Spec: Lifetime structural warranty against defects in design, construction, and materials. Finishes and cover materials warranted for two years, subject to normal wear and tear. Electrical and mechanical parts warranted for two years. Excludes COM fabrics, misuse, and alteration.

Allermuir & Senator: 10-year limited warranty for single-shift use, original purchaser only, non-transferable. Exceptions: 5 years on stacking chairs, seating mechanisms, upholstery, and veneer surfaces; 2 years on electrical components, casters, glides, glass, and replacement parts. No warranty on fabrics or leathers. Excludes wear and tear, misuse, and unauthorized alteration.

Magnuson Group: 2-year limited warranty from date of shipment on defects in materials and workmanship. Repair or replacement at Magnuson Group's discretion. Void if damaged through accident, improper use, abuse, or alteration.

Bureau: 5-year limited warranty from date of delivery on manufacturer defects in materials and workmanship. Non-transferable, applies to original purchaser only. Repair or replacement at Bureau's discretion. Excludes misuse and normal wear and tear.

Workspace48: 10-year limited warranty from date of purchase on Axis, Anvil, Agile, Modulus, and Uni product lines, based on single-shift 40-hour use. Exception: 5 years on electric motors and electrical components. Repair or replacement at Workspace48's discretion.

Fellowes: Lifetime limited warranty on contract furnishings for as long as the original owner uses the products, under typical single-shift office use. Repair or replacement at Fellowes' discretion. Excludes wear and tear, misuse, and goods not installed by a Fellowes-authorized installer.

Gus: 5-year limited warranty on frames, mechanisms, case goods, accent tables, chairs, and stools. 1 year on cushions, foam, fabric, leather, and rugs. Excludes COM fabrics, misuse, improper care, sunlight/heat exposure, and natural wood variations. Repair or replacement at Gus's discretion.

03 WHAT IS COVERED

The warranties provided by manufacturers typically cover the following:

- Defects in materials and workmanship under normal commercial use.
- Structural integrity of frames, components, and other fixed elements.
- Product performance for the intended office use.

04 WHAT IS NOT COVERED

The following are typically not covered under the manufacturer warranties:

- Normal wear and tear, scratches, dents, or fabric fading due to sunlight or improper maintenance.
- Damage caused by misuse, abuse, accidents, or improper assembly or installation not conducted by Verve Offices Inc. or certified professionals.
- Modifications, alterations, or unauthorized repairs to the products.
- Changes in surface finishes due to exposure to different environments or cleaning products.
- Damage caused by moving or relocating the product.

05 WARRANTY CLAIMS PROCESS

If you believe your product has a defect covered by the warranty, please follow these steps:

- Contact Verve Offices Inc. with a written claim, including proof of purchase and photographs of the issue.
- Verve Offices Inc. will facilitate communication between the purchaser and the respective manufacturer to process the claim.
- Based on the manufacturer's warranty terms, the product will be repaired, replaced, or refunded at the manufacturer's discretion.

Please note that Verve Offices Inc. acts as a facilitator for warranty claims and adheres strictly to the warranty terms set forth by each manufacturer.

06 **LIMITATION OF LIABILITY**

Verve Offices Inc. shall not be liable for incidental or consequential damages arising out of the use or inability to use the products purchased through our company. Warranty remedies are limited to the repair or replacement of defective components, as determined by the manufacturer.

07 **CONTACT INFORMATION**

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Please refer to the respective manufacturer's warranty terms for specific details on each product. For warranty claims or inquiries, contact Verve Offices Inc. directly.