

WARRANTY FOR BODYBILT SEATING



“Built to Last” Limited Lifetime Warranty

BodyBilt® seating is built to last. Our Limited Lifetime Warranty ensures you a lasting experience of healthy and comfortable seating. With the exception of normal wear and tear and any labor expense, the following warranty periods apply to original purchasers of BodyBilt seating.

SS - Standard Seating, Single Shift*

INT - Intensive Use/24/7

BT - Big & Tall

SL - Sola LT

COMPONENT	LIFETIME	12 YEARS	7 YEARS	5 YEARS	3 YEARS
Plastic Back & Seat Structure		SS, BT	SL, INT		
Steel Backrest Post	SS, INT, BT		SL		
Air Lumbar			SS, BT	INT	
Armrest Assemblies		SS	INT, BT	SL	
Arm Pad			SS	SL	INT, BT
Steel Mechanism		SS	BT	SL, INT	
Clutch Plates & Torsion Plates		SS	BT	SL, INT	
Welds	SS, INT, BT			SL	
Back Height Adjuster		SS, BT	INT		
Mechanism Paddles		SS, BT	INT	SL	
Pneumatic Cylinder	SS		INT, BT	SL	
5-Star Base	SS, INT, BT		SL		
Casters & Glides	SS, BT		INT	SL	
Fabric, Foam			SS		INT, BT, SL
Mesh		SS	INT, BT	SL	
Plastic Frame on Mesh Chairs		SS	INT, BT	SL	

*Single Shift means a five-day work week, eight hours per day.



OTHER IMPORTANT WARRANTY INFORMATION

- Improper Maintenance as outlined in the BodyBilt Owner's Manual or alterations of any kind to the product will void this warranty completely.
- No warranties extend beyond the face of this warranty.
- This warranty is valid to the original purchaser only for as long as the purchaser owns and uses this product. Subsequent purchasers are not covered by this warranty. ErgoGenesis will not be responsible for damage due to services, maintenance, modifications, or tampering by anyone other than an ErgoGenesis representative or approved dealer. The Standard Warranty is based upon single 8-hour shift use only. This warranty is void if the customer modifies the product, if attachments are made to the product, or if the product is not installed or used in accordance with ErgoGenesis installation and guidelines.
- ErgoGenesis will repair or replace, at its option, to the original purchaser only, any defects in products, parts, or components resultant from normal single shift use as listed and described below (labor is not necessarily included).
- ErgoGenesis will not elect replacement unless repair is not commercially practical.
- Normal wear or abuse of products, parts, fabrics, and components are not covered.
- Warranty does not cover or provide for: Color-fastness or matching of colors, grains, or textures of chair material/fabric; modifications or attachments to the product not approved by ErgoGenesis; products not installed, used, or maintained in accordance with product instructions and warnings; products used for rental purposes; damage caused by the carrier in-transit as handled under separate terms; periodic lubrication of the chair mechanism.
- Most items can be replaced in the field, either by the customer, dealer, or by a trained ErgoGenesis representative. In some instances, however, the entire chair will need to be shipped back to the factory and the work will be performed at the factory.
- In-field service work may incur a \$75 hourly charge.
- For Warranty issues, please call 800-364-5299 Option 1 or email Customer-Service@BodyBilt.com.
- Please include the serial number of your chair or have it in hand when you call. The Customer Service representative will be able to order replacement parts and/or issue a Return Authorization (RA) number for items to be shipped back to the factory. No return items will be accepted for warranty work without an RA number issued through Customer Service.
- ErgoGenesis's obligation under this warranty for Intensive Use 24|7 Seating is limited to replacing or repairing any product or part that it determines to be defective. This warranty shall apply to the original purchaser only, is non-transferable, and is not applicable outside the United States, Canada, and Mexico. This warranty is based on normal installation and use of the product in a 24-hour environment.
- This warranty does not apply to:
 - Damage in shipment caused by a carrier
 - Any defects due to improper installation
 - Products that have been subjected to improper use
 - Products that have been subjected to improper conditions
 - Modifications to the product
 - Normal wear and tear
 - COM or third-party materials applied to the products
 - Any product that has been modified, altered, tampered with, or repaired by any person other than an authorized representative of ErgoGenesis
 - Chairs manufactured prior to September 1, 2013 (Chairs manufactured prior to September 1, 2013 are covered under a separate warranty.)