FURNITURE WARRANTY INFORMATION

Warranty covers defects, and does not apply to product failure resulting from:
- Normal wear and tear
- Failure to apply, install, or maintain products according to published Steelcase instructions and guidelines
- Abuse, misuse, or accident
- Alteration or modification of product

Specific warranty information on our most popular manufacturers is listed below along with information on how requests for warranty repair should be handled:

ALLSTEEL

Warranty
Parts and labor (by Storey Kenworthy)

Chairs
- 12 years - Seating controls
- 5 years - Pneumatic cylinders, casters, glides
Other items - Lifetime

Warranty Provider - Storey Kenworthy, 238 Main Street, Ames, IA 50010

Storey Kenworthy will perform warranty repairs as requested by ISU departments. Contact Storey Kenworthy, Jen Linderblood 232-4161, jlinderblood@storeykenworthy.com and provide the following information, which you can find on the product label located somewhere on the item:
1) Physical location of the product
2) Description of problem
3) Model number of product
4) Date of manufacture
5) Serial number from product
6) Contact name and phone number who will be at the location to meet their crew

Once they have received this information, they will determine if it is covered under warranty and whether there is a fee associated with the repair. If there is a fee involved they will bill at their current rates. Department will be required to furnish Storey Kenworthy with a purchase order number for any charges not covered by warranty.

HON

Warranty Parts only

Chairs
- 10 years - Seating controls
- 5 years - Pneumatic cylinders, casters, glides
Other items - Lifetime

Warranty Provider - Storey Kenworthy, 238 Main Street, Ames, IA 50010

Storey Kenworthy will perform warranty repairs as requested by ISU departments. Contact Storey Kenworthy, Jen Linderblood 232-4161 ext 3416, jlinderblood@storeykenworthy.com and
provide the following information, which you can find on the product label located somewhere on the item:

1) Physical location of the product
2) Description of problem
3) Model number of product
4) Date of manufacture
5) Serial number from product
6) Contact name and phone number who will be at the location to meet their crew

Once they have received this information, they will determine if it is covered under warranty and whether there is a fee associated with the repair. If there is a fee involved they will bill at their current rates. Department will be required to furnish Storey Kenworthy with a purchase order number for any charges not covered by warranty.

STEELCASE -

Warranty - Parts and Labor:

Chairs
5-12 years – Depends on Fabric
12 years - seating mechanisms and cylinders
Lifetime - other parts

Other products --- Lifetime

Warranty Provider - WorkSpace Inc., 309 Locust Street, Des Moines, IA 50309

WorkSpace will perform warranty repairs as requested by ISU departments. Contact WorkSpace, Nicole Boyington, 515-362-5815, nboyington@workspaceinc.net and provide the following information, which you can find on the product label located somewhere on the item:

1. Physical location of the product
2. Description of problem
3. Model number of product
4. Date of manufacture
5. Acknowledgment or order number of product
6. Finishes
7. Contact name and phone number who will be at the location to meet their crew

Once the WorkSpace Account Manager has received this information, they will review with their crews and determine whether there is a fee associated with the repair. If there is a fee involved, their services will be billed at their current rate. WorkSpace Account Manager will discuss all services not covered by warranty with ISU, and outline all associated costs involved. Department will be required to furnish WorkSpace with a purchase order number for any charges not covered by warranty.
HERMAN MILLER

Warranty - 12 years – 3 shifts includes parts and labor

Warranty Provider - Pigott, Inc., 3815 Ingersoll Avenue, Des Moines, IA  50312

Pigott will perform warranty repairs as requested by ISU departments. Contact the Pigott Service Manager, currently Mark Lund at 515- 258-8250 or via email at MLund@pigottnet.com and provide the following information, which you can find on the product label located somewhere on the item:

1. Physical location of the product
2. Description of problem
3. Model number of product
4. Date of manufacture
5. Acknowledgment or order number of product
6. Finishes
7. Contact name and phone number who will be at the location to meet their crew

They will then make the necessary repairs. If there is a fee involved, their services will be billed at their current labor, plus cost for any parts not covered under warranty. Department will be required to furnish Pigott with a purchase order number for any charges not covered by warranty.