



## WARRANTY STATEMENT

Correctional Industries (CI) warrants its furniture products to be free from defects in material and workmanship for up to ten (10) years, subject to the listed exceptions and notes below. Contact CI regarding additional exceptions. Warranty is valid from the date of delivery and is non-transferable.

During the warranty period, CI, at its sole discretion and option, will repair or replace any product, part or component covered by this warranty that fails under normal use due to defective materials or workmanship with comparable product, part or component. To be eligible for this warranty coverage, all products, parts or components must be installed, used, and maintained in accordance with any recommended instructions and must not have been subject to misuse or abuse.

## EXCEPTIONS

CI does not warrant the following:

- Normal wear and tear
- Abuse, misuse, or accidental damage
- Damage resulting from the modification of the original product
- Damage resulting from the addition or use of aftermarket or 3<sup>rd</sup> party accessories and parts
- Natural variations, scars, marks, wrinkles occurring in leather
- Colorfastness of textiles
- Color matching of textiles exactly to samples or swatches or past purchases
- Customers Own Material (COM) or non-standard fabrics
- Products exposed to extreme environmental or improper storage conditions
- Chairs used by individuals who exceed the warranted weight restriction (see chart below)  
Most seating products are generally rated between 250 and 400 pounds for one 8-hour shift per day, 40 hours per week, unless noted otherwise and designated as big and tall or heavy duty

## ADDITIONAL NOTES

- CI reserves the right to request that the damaged product be returned for inspection prior to determining warranty coverage approval
- Replacement parts are covered for 2 years or balance of original warranty, whichever is longer
- Modified and custom (non-standard) product has a one-year warranty
- Failure to apply, install, reconfigure, or maintain products according to planning, assembly, cleaning instructions or other user guides voids warranty
- Warranty requests for product installed improperly by customers or their third-party vendors may not be approved
- CI will pass along any warranty it receives with respect to other manufacturers' products
- CI will not be liable for consequential, economic (including loss of time or inconvenience), or incidental damages arising from any product defect



### **CODE & FLAMMABILITY STANDARDS COMPLIANCE**










All upholstered products manufactured by CI meet or exceed the standards, and are labeled accordingly, as set forth by the Consumer Product Safety Commission in [Part 1640](#) of the Code of Federal Regulations which nationally codified California Technical Bulletin 117-2013.

### **HOW TO REQUEST WARRANTY SERVICE**










Contact your [account executive](#) or CI Customer Service via phone at 1-800-628-4738 or via email at [DOCCICustomerService@doc.wa.gov](mailto:DOCCICustomerService@doc.wa.gov) to submit a request. Please be prepared to provide the CI order number and the model number of the item with the issue. This information may usually be found on the sticker adhered to the bottom of the seat.

**TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED AND TO THE EXTENT THEY ARE LEGALLY REQUIRED, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.**



MODEL	ALT3	APEX	BREATHE	BREATHE MESH	DASH	FREEDOM	GRAZIE	ITHACA	LIBERTY
									
<b>RATING (LBS)</b>	400	500	300	300	300	400	400	400	400
<b>WARRANTY (YRS)</b>	10	5	10	10	10	15	10	10	15
<b>ADJ. LUMBAR</b>	10	5	10	10	10	N/A	N/A	N/A	N/A
<b>ARMS/PADS</b>	10	5	10	10	10	5	10	10	5
<b>CASTERS</b>	1	5	1	1	1	5	1	1	5
<b>CONTROLS</b>	10	5	10	10	10	15	10	10	15
<b>CYLINDERS</b>	10	5	10	10	10	15	10	10	15
<b>FABRIC</b>	3	2	1	1	1	5	3	3	5
<b>FOAM</b>	10	5	10	10	10	5	10	10	5
<b>MESH</b>	1	N/A	1	1	1	N/A	N/A	1	5
<b>MULTI-SHIFT</b>	Y	Y	N	N	N	Y	N	N	Y



MODEL	NAV AIR	NPSXXXX	PILOT	RANGE	SMART	SNAP	SUMMIT	SYNC2	WORLD
									
<b>RATING (LBS)</b>	300	300	400	350	400	250	275	275	400
<b>WARRANTY (YRS)</b>	10	10	10	10	15	10	1	12	15
<b>ADJ. LUMBAR</b>	N/A	5	10	10	N/A	N/A	5	12	N/A
<b>ARMS/PADS</b>	10	5	10	10	5	10	5	12	5
<b>CASTERS</b>	1	10	1	10	5	1	5	12	5
<b>CONTROLS</b>	10	10	10	10	15	10	5	12	15
<b>CYLINDERS</b>	10	10	10	10	15	10	10	12	15
<b>FABRIC</b>	3	3	3	3	5	1	2	3	5
<b>FOAM</b>	10	5	10	10	5	10	5	3	5
<b>MESH</b>	1	5	N/A	N/A	5	N/A	N/A	3	5
<b>MULTI-SHIFT</b>	N	\$	Y	N	Y	N	N	N	Y