

## FAQs: STEELCASE LIMITED LIFETIME WARRANTY For Americas

This FAQ document is designed to provide you with quick and easy answers to frequently asked questions about the Steelcase Limited Lifetime Warranty for Steelcase®, Coalesse®, and Turnstone® brand products. Here, you'll find information on what's covered by the warranty, how to file a claim, and common exceptions. If you have any further questions not addressed here, please don't hesitate to contact Steelcase customer service.

### General Warranty Questions

<ul style="list-style-type: none"> <li>• <b>What is the duration of the Steelcase Limited Lifetime Warranty?</b></li> </ul>	While the warranty is technically "lifetime," it covers specific components for varying periods. For example, mechanisms and frames typically have a longer warranty than upholstery or accessories.
<ul style="list-style-type: none"> <li>• <b>What does the warranty cover?</b></li> </ul>	The warranty covers defects in materials and workmanship for Steelcase branded products.
<ul style="list-style-type: none"> <li>• <b>What doesn't the warranty cover?</b></li> </ul>	The warranty doesn't cover normal wear and tear, damage caused by misuse or accidents, or alterations to the product.

### Warranty Exceptions and Limitations

<ul style="list-style-type: none"> <li>• <b>Are there exceptions to the lifetime coverage for certain products?</b></li> </ul>	Yes, there are specific exceptions for products like seating components, surfaces, and worktools. The warranty durations for these products vary.
<ul style="list-style-type: none"> <li>• <b>What is considered "normal wear and tear"?</b></li> </ul>	Normal wear and tear include minor scratches, fading, or other signs of aging due to regular use.

### FAQ Based on Steelcase Limited Lifetime Warranty

<ul style="list-style-type: none"> <li>• <b>What is the warranty for products purchased from unauthorized sellers?</b></li> </ul>	Steelcase reserves the right to reject warranty claims for products purchased from unauthorized sellers.
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### Warranty Claims and Processes

<ul style="list-style-type: none"> <li>• <b>How do I file a warranty claim?</b></li> </ul>	Contact Steelcase customer service to initiate a claim. You'll likely need to provide proof of purchase and details about the defect.
<ul style="list-style-type: none"> <li>• <b>What is the process for repairing or replacing a defective product?</b></li> </ul>	Steelcase will typically repair or replace the defective product at no charge. The specific process may vary depending on the product and the nature of the defect.

### Specific Product Warranty Questions

<ul style="list-style-type: none"> <li>• <b>What is the warranty for [specific product, e.g., chairs, desks, storage]?</b></li> </ul>	The warranty for specific products can be found in the detailed warranty document. It outlines the coverage and duration for each product category.
<ul style="list-style-type: none"> <li>• <b>Does the warranty cover custom or personalized products?</b></li> </ul>	The warranty may vary for custom or personalized products. It's best to consult with Steelcase customer service for specific details.

### Additional Questions

<ul style="list-style-type: none"> <li>• <b>Can I transfer the warranty to a new owner?</b></li> </ul>	No, the warranty is non-transferable.
<ul style="list-style-type: none"> <li>• <b>What happens if my product is no longer available?</b></li> </ul>	Steelcase may provide a comparable replacement or a refund.
<ul style="list-style-type: none"> <li>• <b>Are there any additional charges for warranty repairs or replacements?</b></li> </ul>	There are typically no additional charges for warranty repairs or replacements, except for shipping or handling costs in certain cases.

**Note:** This is a general overview based on the information provided. For the most accurate and up-to-date information, please refer to the complete Steelcase Limited Lifetime Warranty document.