

BUILT2LAST™ Warranty

EAIC warrants that all new products shall be shipped free from defect in material and workmanship. EAIC will repair or replace at its sole discretion to the original purchaser, any defects in product, part, or component resultant from normal use. Normal use is defined as eight (8) hours per day, five (5) days per week in an appropriate environment. EAIC offers a Lifetime Warranty on all chair products. A five (5) year warranty is given on fabrics/leathers, or as per its manufacturers own warranty. BUILT2LAST™ seating products are warranted for users up to 250 pounds. The Endurance is warranted for users up to 350 lbs. This warranty does not apply to any customer supplied material or any product that has been modified in any fashion by the customer.

Multi-Shift Warranty

EAIC warrants that all new products explicitly sold for a multi-shift application shall be shipped free from defect in material and workmanship. The Endurance multi-shift warranty is prorated based on continuous normal 24/7 uses, and shall apply for a period of five (5) years, from the original date of purchase.

Disclaimer

This warranty is dependent on the owner performing normal maintenance for the product and shall be void if the customer modifies the product in any way or if damages result from accidents, misuse and/or abuse or if the product is not installed or used properly. There are no other warranties, express or implied, except as set forth herein and the implied warranty of fitness for a particular use shall not be a part of any sale. EAIC shall not be liable under any circumstances for consequential or incidental damages arising in connection with the sole use, or inability to BUILT2LAST™ products.

Warranty Service Claims

Chairs covered by this warranty will either be repaired or replaced at EAIC's discretion, which represents the customer's exclusive remedy for any and all product defects. Shipping costs to and from the BUILT2LAST™ factory shall be covered by EAIC for the first year. The user/dealer is responsible for all shipping costs on any returns during subsequent years. Labor charges outside of the factory, or for installation of replacement parts is the responsibility of the purchaser, or dealer, unless specifically approved by EAIC head office in writing.

To receive prompt warranty service, please provide our Customer Service Department with the original BUILT2LAST™ invoice number, confirmation number or serial number. This can be found on the bottom of the chair seat with the date of manufacture and model number. To facilitate better service all warranty claims must be made in writing, and should specify the nature of the defect in sufficient detail to determine the timeliest remedy. A digital image may be required to determine the appropriate course of action.

Most warranty issues may be addressed directly without viewing the damaged product and replacement can be readily made on site. However, EAIC reserves the right and may require defective parts or the entire chair to be returned for technical analysis and/or repair. If this is deemed necessary, a Return Authorization (RA) number will be provided. Products and parts cannot be received at the BUILT2LAST™ factory without an RA number and must be properly packaged for shipping. Any product returned without an RA number will not be accepted and delivery will be refused. Please contact our Customer Service Department if you have any difficulties, questions or concerns with any BUILT2LAST™ product.

Customer Service and Contact Information

For warranty concerns, order placement, order inquiries, or assistance of any kind, please contact our Customer Service Department by one of the following methods;

Phone: 1-800-935-5548 ext. 22

Fax: 1-888-207-2210

E-Mail: info@eaergo.com

Our office hours are 8:30 AM – 4:30 PM Eastern Standard Time year round.