



OFM LIMITED LIFETIME WARRANTY

OFM Inc. hereby warrants that the products distributed shall be free of all defects in original material and workmanship for the life of the product under normal use.

Limitations involving materials and components:

TWO YEARS - All upholstery materials (fabric, vinyl and leather). **SEVEN YEARS** on all gas lifts.

Exclusions:

This warranty does NOT apply to:

- Normal wear and tear which is to be expected over the course of ownership.
- Damage resulting from shipment, (which will be handled under separate terms).
- Damage resulting from storage, alteration, unauthorized repair, infestation, misuse, abuse, accident, acts of God, natural causes, and/or exceeding listed capacities.
- Products used for rental purposes.
- Failure to provide reasonable and necessary maintenance such as tightening screws regularly as described in the assembly instructions.

Notes:

OFM has multiple weight capacities for seating – Standard and Big/Tall.

- Standard weight capacity is 250 pounds.
- Big/Tall is 400 pounds.

OFM has different shift usage capacities for seating – Light, Standard and 24-hour.

- Light shift is less than full time use.
- Standard shift is full time 5 days/week, 8 hours/day.
- 24 hour is as stated, extended use, 3 shifts/day.

In addition, one category crosses both lines and is a Big/Tall/24 hour chair. It is imperative that the buyer note the specific category of product and ultimate use of a chair to determine warranty inclusions.



OFM Inc.

Holly Springs, North Carolina
www.ofmproducts.com

TERMS AND CONDITIONS

Ordering Information:

All orders MUST be in writing. Please fax orders to 919-362-4765, email to sales@ofminc.com or contact us to set up EDI transmission. Purchase orders must include model numbers, color, quantity, accessories and any special instructions. Purchaser assumes responsibility to supply correct information when placing order. Prices and specifications subject to change. Refer to www.ofminc.com for the most up-to-date information.

Shipping & Handling:

OFM will initiate all prepaid freight claims. Any visual shortages or damages MUST be noted in writing at TIME OF DELIVERY on bill on lading. LTL carriers will not accept verbal information that differs from signed bills of lading. Damages must be filed within 10 days of receipt of goods and shortages must be noted immediately upon receipt. We cannot accept damage reports after this time. All orders shipped to APO/FPO locations will incur an additional \$15 per carton handling charge.

Payment Terms:

OFM, Inc. relies on D&B for credit worthiness of new and established accounts for open credit terms. Open terms are 1%, 10 net 30 from date of invoice. If open account is not established, credit card or check will be accepted in advance.

Returns Policy:

Returns are accepted at our North Carolina warehouse ONLY. All returns must be shipped prepaid and be made within 60 days of purchase. Collect shipments will be refused and returned. To return a product, Return Authorization form can be downloaded on our web site, www.ofminc.com/ordering info.asp#returns or call 800-520-7471 and request a Return Authorization form. You will also be issued a Return Authorization number. This number will ALWAYS have the prefix "CQ". Merchandise returned without the CQ number will be refused by OFM. Return Authorization numbers are only valid for 30 days. OFM reserves the right to inspect all returns and determine applicable restocking and/or reboxing fees. A missing item or damaged product fee may be assessed if a returned product is missing the original box, packaging materials, contents, accessories, assembly instructions or is not in "like new" condition. A minimum fee of 25% will apply for re-boxing only. All warranty parts are available for replacement at NO charge and are shipped via UPS ground service. If upgraded service is required, the customer will be billed the difference in freight. Our freight carriers, including UPS reserve the right to institute fuel surcharges on some or all shipments, without prior notice.

Ordered in the A.M. . . . Shipped in the P.M.