

# WARRANTY DETAILS

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United Group, Inc. assumes no warranty obligation for failures due to product abuse, misuses or alteration of the product. United Group, Inc's warranty extends only to the original purchaser acquiring new products directly from United Group, Inc, its authorized dealers and distributors, or others specifically authorized by United Group, Inc. to act as resellers of its products. Proof of purchase is required.

This warranty is void if the product is modified or attachments are made to the product. Determination to repair or replace product shall be made by United Group, Inc.

Warranty applies to IRON HORSE Seating products manufactured after September 1, 2005.

## HEAVY DUTY FRAME WARRANTY

10 Years from Date of Sale on 3000 SERIES, 4000 SERIES, 5000 SERIES & BIG & TALL.

5 Years from Date of Sale on 2000 SERIES.

## STRUCTURAL COMPONENTS

5 Years from Date of Sale; excluding product abuse or misuse.

## CUSHIONS, TRIM & ARMRESTS

3 Years from Date of Sale; excluding normal wear and tear.

## CASTERS

1 Year from Date of Sale; excluding product abuse or misuse.

**UNITED GROUP**  
INCORPORATED

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### **Limited Warranty**

**Warranty.** Subject to the conditions and limitations set forth below. United Group, Inc. warrants Iron Horse office chair products are manufactured and delivered free from substantial defects in material and workmanship and will remain in such condition for the term described below. This warranty extends only to the original customer and is non transferable.

#### **THIS WARRANTY DOES NOT APPLY, OR INCLUDE COVERAGE FOR, DEFECTS ATTRIBUTABLE TO:**

- a) NEGLIGENCE OR MISUSE.
- b) FAILURE TO COMPLY WITH INSTRUCTIONS FOR SERVICE OR MAINTENANCE.
- c) ACCIDENT, UNAUTHORIZED REPAIRS OR MODIFICATIONS OR UNAUTHORIZED USE.
- d) DAMAGE OR PRODUCT FAILURE CAUSED BY FREEZING, FLOODING, FIRE OR ANY OCCURRENCE THAT MIGHT BE TERMED AN ACT OF GOD.
- e) ITEMS ORDINARILY DEPRECIATED BY USE, IE; WEAR AND TEAR.
- f) NORMAL MAINTENANCE ITEMS.
- g) EXPOSURE TO THE ELEMENTS, EXCESSIVE HUMIDITY, FADING OR DISCOLORATION OVER TIME, FAILURE TO FOLLOW INSTRUCTIONS FOR SAID CLEANING, MAINTENANCE, CORROSIVE MATERIALS, IMPROPER LOADS, EXCESSIVE HEAT OR BURNS, AND NON UNITED GROUP, INC. SUPPLIED PARTS OR BRACKETS.
- h) ANY CONDITION OR DAMAGE FROM REMOVAL OR REINSTALLATION OF PRODUCT IN THE SAME OR OTHER APPLICATION UNLESS DIRECTED TO BY UNITED GROUP, INC.

**Term.** The provisions of this Warranty commence from the day the product is delivered to the end user defined by the invoice date included with the original shipment –

- a) **Ten (10) years** from the date as defined above on the seat frame.
- b) **Five (5) years** from the date as defined above on the following components - air lumbar, backrest recline mechanism, tilt mechanism, mounting plate, gas lift, star base, glides, base cushion slide mechanism, fasteners, bezels and any other internal mechanisms contained within the Iron Horse office chair.
- c) **Three (3) years** from the date as defined above on armrests, casters, seat backrest foam, seat base foam, seat covering material, headrest covering and foam.

**Exclusive Remedy.** During the Warranty Period, United Group, Inc. will repair or replace or provide replacement parts of the Iron Horse office chair product which conforms to the above Warranty, PROVIDED THAT THE FOLLOWING STEPS ARE TAKEN:

- (1) Contact United Group to report / start a Warranty claim. Phone 1 (847) 816 7100.
- (2) All parts used in conjunction with a Warranty repair are retained and may be asked to be returned to United Group, Inc. in a properly labeled package that will identify them as Warranty return part(s).

**Limitations:** This Warranty is limited exclusively to the originally purchased Iron Horse seating product. Warranty coverage extends to product that was sold by United Group, Inc only or an authorized Iron Horse distributor. United Group, Inc. reserves the right to make changes or improvements at any time in the design of or upon the Iron Horse office chair without any obligation to make a corresponding change or improvement in or upon the Iron Horse Seat previously manufactured by United Group, Inc.

THIS IS THE EXCLUSIVE AND COMPLETE WARRANTY MADE BY UNITED GROUP, INC. WITH RESPECT TO THE IRON HORSE OFFICE SEAT PRODUCT. NO PERSON WHATSOEVER IS AUTHORIZED TO MAKE ANY REPRESENTATION, WARRANTY OR PROMISE ON BEHALF OF THE MANUFACTURER. UNITED GROUP, INC. MAKES NO OTHER EXPRESS WARRANTIES AND DISCLAIMS ANY AND ALL IMPLIED WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE REMEDIES SET FORTH ABOVE PERTAINING TO REPAIR OR REPLACEMENT OF PARTS OR MATERIALS ARE EXCLUSIVE OF ALL OTHER REMEDIES.

DEALER MAKES NO WARRANTY ON HIS OR HER OWN OR ANY ITEM WARRANTED BY UNITED GROUP, INC. AND MAKES NO WARRANTY AGAINST DEFECTIVE INSTALLATION UNLESS THEY DELIVER TO PURCHASER A SEPARATE WRITTEN WARRANTY CERTIFICATE SPECIFICALLY WARRANTING THE ITEM. THE INSTALLER HAS NO AUTHORITY TO MAKE REPRESENTATION OR PROMISE ON BEHALF OF UNITED GROUP, INC. OR TO MODIFY THE ITEMS OR LIMITATIONS OF THIS WARRANTY IN ANY WAY.

NEITHER UNITED GROUP, INC. NOR DEALERS UNDER ANY CIRCUMSTANCES ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS, BUT NOT LIMITED TO, EXPENSES FOR TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, LOSS OF REVENUE, LOSS OF TIME OR INCONVENIENCE.

**To Obtain Warranty Service:** In order to obtain warranty service and parts you must comply with the following conditions: (1) Call United Group, Inc. at 1 (847) 816 7100 and request to start a warranty claim (2) Defective parts must be retained and possibility shipped to United Group, Inc, 13700 Polo Trail Drive, Lake Forest, IL 60045 for technical evaluation. If defective parts are not available for return warranty credit will not be issued for the replacement parts.